

Customer Service Representative Contact Centre (part time)

Position Description

REPORTS TO: Contact Centre Manager

LOCATION: Christchurch

FUNCTIONAL RELATIONSHIPS

Internal

- Control Centre
- Contract Works (Connections and Support)
- Information Solutions
- Other internal Orion business units

External

- Customers
- Suppliers
- General public

POSITION SUMMARY

The Contact Centre is the customer gateway to Orion NZ, providing efficient call management and information delivery 24 hours a day.

The position provides professional customer response through multiple media platforms. Members of the Contact Centre team are responsible for supporting initial customer contact, handling work requests, investigating customer enquiries and assisting all areas of the business with administration functions when required.

The Customer Services Representative participates in a 24 hour roster. Depending on their hours of work, the Customer Services Representative will have different exposure to calls from Orion customers and staff members. At all times however the Customer Services Representative demonstrates the same high standards in relation to call answering, customer management and task completion.

PRINCIPLE ACCOUNTABILITIES

Contact Centre

- Answer calls according to standards outlined in the Contact Centre standards document which includes greetings, call time waiting targets and “handshaking” for call handover
- Satisfy all additional requirements for after-hours calls as outlined in Orion policies and procedures

Date: _____ Initial: _____
On behalf of Company

Date: _____ Initial: _____
Employee

- Remain current with all Contact Centre documentation, including amendments or additions to policies and procedures. Where either the detail or intent of a change is unclear, request clarification from the Contact Centre Manager
- Provide accurate information to customers
- Ensure that customers understand what they are told
- Ensure that all Orion policies and procedures in regard to the public disclosure of information are adhered to
- Action all work requests from Retailers and their agents
- Log all call details regarding customer and network faults using the Orion Outage Management System (OMS)
- Schedule customer work requests and provide accurate estimates of costs in accordance with Orion invoicing standards
- Incident management and delivery to Network Controllers
- Liaise with Orion Network Controllers and field staff about network faults when appropriate
- Manage customer complaints using agreed customer management methodology
- Ensure that all Orion policies and procedures in regard to the public disclosure of information are adhered to
- Ensure service delivery commitments are met and agreed method(s) are used.

Administration and projects

- Ensure all administrative activities and ad hoc tasks are agreed by the Contact Centre Manager and completed to the agreed time and standard
- Identify ways to improve Contact Centre processes and provide recommendations to the Contact Centre Manager
- Assist other teams within Orion with specific projects as and when required
- Perform other duties as and when required by the Contact Centre Manager.

Reception

- When providing cover for reception:
 - manage all reception duties in an efficient and professional manner
 - ensure high quality service is provided to all visitors to Orion and to internal staff
 - greet visitors professionally and announce them to their destination before allowing them to proceed
 - ensure all visitors sign in and are issued with visitor tags
 - ensure reception doors are locked and unlocked at the correct time
 - accept deliveries
 - arrange taxis for departing visitors

Date: _____ Initial: _____
On behalf of Company

Date: _____ Initial: _____
Employee

- administer the allocation of pool vehicles
- ensure the reception meeting rooms are maintained to a high standard at all times.

DELEGATED AUTHORITY

Financial: \$100 operating expenditure
 \$100 capital expenditure
 People: Nil

HEALTH AND SAFETY ACCOUNTABILITIES

The Customer Service Representative will use reasonable endeavours to:

- Show a commitment to and comply with Orion's health and safety policies, systems and procedures
- Take all practicable steps to ensure own safety and no cause of harm to others by action or inaction
- Follow all required safety procedures and utilise applicable personal protective equipment
- Identify and report hazards and apply appropriate hazard control measures
- Report all work related accidents, incidents, near misses and illnesses
- Report faulty facilities, plant and equipment immediately.

Health and safety performance criteria

- Safe work practices are demonstrated
- Personal protection equipment is worn / utilised correctly
- Hazards are identified and control measure followed
- Work related accidents, incidents, near misses and illness are reported.

Date: _____ Initial: _____
 On behalf of Company

Date: _____ Initial: _____
 Employee

PERSON SPECIFICATION

Qualifications and experience

- Experience in delivering outstanding customer service is essential
- Experience working in a Contact Centre environment would be an advantage
- Experience working in an administrative role would be an advantage
- Demonstrated experience dealing with difficult customers
- Demonstrated experience working under pressure
- Demonstrated experience working in a team environment.

Knowledge, skills and abilities

- Computer literate and familiar with Microsoft applications
- Ability to problem solve
- Can make sound decisions based on relevant information, while under pressure
- Ability to multi task
- Able to meet agreed time and quality targets
- Able to manage fluctuations in workloads
- Excellent written and verbal communication skills.

Personal attributes

- A passion for resolving issues and achieving excellent outcomes
- Dedicated and focussed team player and can work effectively as a member of a team
- Displays a polite and professional telephone manner
- Patient and willing to assist
- Listens to customers and does not use jargon
- Flexible and can cover other shifts if available 24/7
- Able to remain calm in pressured situations
- Able to build relationships
- Positive, enthusiastic attitude
- Can demonstrate initiative and is able to prioritise workloads
- Aware of health and safety issues for self and others
- Self-motivated and takes responsibility for own learning
- Innovative and able to identify process improvement.

Date: _____ Initial: _____
On behalf of Company

Date: _____ Initial: _____
Employee