

Customer Service Representative

Statement of Accountabilities

Our Purpose:

Powering a cleaner and brighter future.

Our work principles:

- People can be curious, explore new possibilities and learn in pursuit of our vision
- People feel safe to be themselves
- People can take ownership, exercise good judgement and act
- People deliver what's required to a high standard
- People support each other and work together as a team

Key relationships and delegated authority

Reports to:	Customer Support Lead
Responsible for (# staff):	0 people
Internal Relationships:	All Orion Group employees
External Relationships:	Customers, suppliers and general public.
Delegated Authority:	\$100 operating expenditure \$100 capital expenditure

Role Objective

The Customer Service Representatives are responsible for supporting initial customer contact, handling work requests and assisting both internal and external customers with enquiries.

Key accountabilities

Customer Support

- Provide excellent customer service, answer all incoming calls to a high standard, and provide accurate information in response to customer enquiries
- Remain current with all Customer Support documentation, including amendments or additions to policies and procedures and ensure they 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

- Liaise with Orion Network Controllers and field staff about network faults when appropriate
- Record customer complaints using agreed customer management methodology
- Monitor cameras and alarms escalating as required.

Administration and projects

- Deliver administrative activities and ad hoc tasks efficiently as agreed by the Customer Support Lead
- Identify ways to continuously improve Customer Support team processes
- Assist other teams within Orion with specific projects as and when required.

Digital channels

- Respond to enquiries via a variety of digital channels.

Reception cover

- Provide full cover for reception including greeting visitors and ensuring sign in is completed when required, ensuring reception doors are locked and unlocked at the correct time, accepting deliveries, scheduling taxis for visitors, administering the allocation of keys and ensuring reception meeting rooms are always maintained to a high standard.

Health and Safety

- Demonstrate a commitment to and comply with Orion's health and safety policies, systems and procedures
- Take all reasonably practicable steps to ensure your own health and safety and that of all others around you.

Team

- Commit to achieving our organisational goals
- Role model behaviours that support our work principles
- Support your team members and undertake other tasks as requested by your leader.

Qualities required for the role

- Excellent communication skills and a customer centric approach
- Experience working in a customer service environment would be advantageous
- Ability to problem solve and make sound decisions under pressure
- Computer literate and familiarity with Microsoft applications
- Flexibility to cover shifts across a 24/7 roster
- Self-starter who is motivated and takes responsibility for own learning
- Innovative and able to identify process improvement.