

SMITH & SMITH

JOB DESCRIPTION

JOB TITLE

Customer Contact Centre Representative

PURPOSE

As our first line of contact you will have a passion for serving customers and demonstrating superior customer service skills that convert each opportunity into a delighted customer and exceed their expectations in the most profitable way.

Each day can be very different but you will be able to consistently bring a positive, professional outlook that is welcoming and empathetic to others, a great attitude, and demonstrate resilience. You are a great communicator fully able to determine requirements; answer inquiries; resolve problems; fulfill requests; and maintain our business databases.

You will thrive in a service culture that is aligned with our Smith&Smith Vision, Mission and our Values of Customer Delight, Quality, Safety, Integrity & Teamwork and Our Way of Working.

SPECIFIC DUTIES & RESPONSIBILITIES

Exceed our customers expectations by providing consistently superior service in every customer interaction;

- Be 100% committed to providing high quality services that exceed customer's expectations in accordance with CCC service and quality standards.
- Be committed to building professional relationships with our customers and keeping them well informed to enhance their experience with Smith&Smith
- Communicate in an honest and truthful manner with every customer
- Sells services by recognising opportunities and ability to explain features and the Smith&Smith value proposition.
- Be able to think on your feet and solve problems
- Maintain confidentiality of shared information, knowledge and customer details
- Follow escalation processes for all difficult or complex calls where service standards have not been achieved or may have been compromised and customer complaints

Consistently complete day to day activities in accordance with business operating practices.

- Be familiar with and actively promote adherence to company guidelines, policies and procedures
- Thorough understanding of computer based systems and administration systems, adhering to IT and data management policies
- Ensure that the sales component of the call is followed through professionally and closed. Use close of sale technique to ensure the required conversion rate is met & ensure all relevant information is entered in accordance with operating procedures
- Quote documentation is completed correctly
- Maintains contact centre database by entering information
- Liaise with service locations regarding booking availability
- Building relationships through networking with our stakeholders, customers and business partners as required
- Complete activities and tasks to support the Contact Centre operations as requested
- Contribute to a safe working environment, demonstrating an awareness of all company policies and procedures

Achieve high performance, goal oriented outcomes

- Fully understand individual targets, results, key performance indicators and your role in the delivery of these
- Understand business KPIs and Key Account targets.
- Meet Individual, team and business KPI results in relation to:

- a) Product ID Accuracy
- b) Call Quality
- c) Appointment Rate
- d) Opportunity Rate
- e) Total Net Conversion
- f) Email Capture
- g) Credit Card Capture
- h) Speed of Contact
- Maintain flexibility with work hours in line with the customer demands placed on the business

Improvement & innovation

- Look for opportunities to gain efficiency or improve quality and provide suggestions for change
- Promote continuous improvement in customer service.
- Be a champion for change

Personal Development

- Commitment to ongoing development and attainment of technical skills and capability.
- Maintain knowledge of the systems, products and services we offer.
- Undertake special projects and ad hoc assignments as required by the CCC Team Leader or Supervisors.

Health & Safety

- Actively commits to health & safety standards, ensuring the safety of all people involved with our business
- Comply will all occupational health and safety statutory obligations, working safely, observing all health and safety management practices and procedures, and to participating in Smith&Smith® safety programmes.

GENERAL DUTIES & RESPONSIBILITIES

- Be punctual and work the hours and times specified.
- Prioritise workload to ensure work of the greatest importance to the business is undertaken with urgency and to a high standard.
- Support and help develop a positive workplace culture.
- Demonstrate excellent interpersonal communication skills.
- Responsibly manage all business resources within accountability levels.
- Undertake all duties and responsibilities outlined in this job description and all other duties as required by the business.
- Comply with all employment obligations.
- Promptly undertake to complete all reasonable and lawful instructions and directions given.
- Serve the business in good faith, promoting and protecting the business's best interests.
- During work time, and such other times as may be reasonably required, dedicate all effort to the execution and fulfilment of the duties, responsibilities, obligations and instructions related to employment.
- Demonstrate through own actions a commitment to Health and Safety at work when undertaking work or observing others in the workplace.

SKILLS, EXPERIENCE & EDUCATION

COMPETENCY

Customer Focus, Partnership and Team Work:

- Models Customer focused behaviors and strives to exceed customer expectations. Manages customer expectations where appropriate and resolves conflict over competing priorities.
- Always presents themselves well and sets high standards of professionalism. Seeks to build rapport and to gain support and commitment from others. Builds positive, friendly relationships with others internally and externally.
- Follows the principles of "Our Way of Working" and Smith&Smith® values.

Self Drive:

- Sets clear goals for themselves and plans steps to achieve goals.

- Agrees timeframes and delivers on them.
- Is accountable and demonstrates a sense of ownership.
- Is open and honest in dialogue with others.
- Assesses own development needs.
- Encourages feedback from others to improve self.

Push for Results:

- Consistently seeks to improve performance, quality and efficiency. Is proactive in setting and reaching goals for self.
- Persistent and outcome oriented. Takes extra steps to achieve improvements in specific areas and exceed objectives.

Problem solving and Innovation

- Resolves problems using lateral thinking and application of technologies.
- Develops new approaches to situations or problems. Finds new ways to deal with issues, create efficiencies or improve quality.
- Makes specific changes in the system or in own work methods to improve performance i.e. better, faster, at lower cost, more efficiently etc.

EXPERIENCE

- Strong customer service skills, ideally 2 years within a customer related role.
- Strong verbal and written communication.
- Adaptable and flexible with an ability to multi-task and manage time to achieve deadlines.
- Accurately and timely computer skills- attention to detail and data entry skills.
- Excellent phone manner.
- Demonstrates attributes that reflect; initiative, enthusiasm, approachability and attitude.
- Listening
- Building relationships
- People skills
- Interpersonal savvy
- Problem solving, thinking on your feet
- Multi tasking