



POSITION DESCRIPTION

Customer Service Consultant, Roadside Call Centre

We find ways to enhance life in Tasmania.

Our Values: Integrity, Courage, Fairness, Resourcefulness, Caring, Vibrancy

PURPOSE OF POSITION

To provide world-best service in delivering RACT products and services through a customer focused multi-channelled environment.

Provision of administrative support and reporting expertise to the Roadside Call Centre team.

RESPONSIBILITIES

- Provide statistics and reports for management as required.
- Assist in the development, review and implementation of operating procedures.
- Receive and process phone calls from RACT members and clients requiring Roadside Assistance.
- Support the 'RACT Way' by delivering world-best service and expertise to external and internal customers.
- Utilise RACT systems to transact business activity and maintain data to support the development of trusted relationships with our members.
- Allocate jobs to our country agent network, tow contractors, and patrols.
- Use RACT's Member Relationship Management system to support the provision of a consistently exceptional member experience.
- Maintain an up to date knowledge of all products and services to ensure a superior service and sales delivery.
- Identify opportunities to introduce RACT products and services relevant to the changing lifestyle and needs of our members.
- Provide relief support by performing duties of other Roadside Call Centre positions including Roadside Call Centre Team Leader as required from time to time.
- Understand RACT's WH&S policy and procedure framework and ensure compliance within your work area to operate with a safety focus at all times.
- Actively contribute to a vibrant, collaborative team focused environment.

KEY RESULT AREAS

Key Result Area	Performance Standard
Internal and External Customers	<ul style="list-style-type: none">• Act as a brand ambassador by modelling the RACT values in every interaction with members, colleagues and general public.• Deliver exceptional and professional service to members, clients and internal customers by identifying, responding to and satisfying their needs in a timely manner.• Support the RACT's data quality goals by ensuring that, where appropriate all member interactions include a review and update of their contact details.• Ensure all complaints, opportunities for improvement (internal & external) and feedback from clients is recorded in appropriate systems.• Contribute to the performance of the team by displaying a positive and

	enthusiastic attitude, showing support and involvement in all activities.
People	<ul style="list-style-type: none"> Actively contribute to team work through participation in staff meetings and by actively supporting colleagues. Ensure personal presentation and that of the Call Centre reflects the RACT brand. In the spirit of continuous improvement, actively maintain informal communication between departments by providing feedback or suggestions on how we can improve our current systems and processes. Provide relief support by performing duties of other Roadside Call Centre positions including Roadside Call Centre Team Leader as required from time to time.
Business Activity	<ul style="list-style-type: none"> Actively participate in ongoing product, service and system training. Ensure all daily transaction requirements, administrative tasks and other duties are carried out in accordance with current company and legislative practices and procedures. Interpret and apply guidelines for Roadside Service under all operating conditions. Input information to Pulse and manipulate the Pulse operating system. Ensure accurate entry and reporting of call statistics Co-ordinate outbound call queues to enhance the member experience and upsell/cross sell opportunities. Administer Roadside frequent user program. Administer Roadside service delay letter program. Maintain service delivery data at all workstations. Undertake the receipting of monies and till reconciliation as required. Process business unit invoices and payments as required. Coordinate fleet billing and reporting. As a worker your Workplace Health & Safety responsibilities are to: <ul style="list-style-type: none"> Take reasonable care for the health and safety of yourself and others; Follow safe/standard operating procedures; Control and/or report hazards, incidents and near misses as soon as practicable to do so; Keep tools and equipment in a safe condition. Acting responsibly and performing your work in accordance with safety standards applied and directions given by your Manager, the Regulations, or relevant codes of practice. Proactively identify opportunities to sell, cross-sell and up-sell all RACT products and services. Maintain an awareness of the timeliness of responses within the Standards of Service.
Profitability	<ul style="list-style-type: none"> Enthusiastically contribute to the achievement of team service and sales goals through personal performance.

MAJOR ACTIVITIES (TIME)

Indicative Activity	%
<ul style="list-style-type: none"> Administrative Support and Reporting 	55%
<ul style="list-style-type: none"> Customer Contact Activities 	45%
TOTAL	100%

RELATIONSHIPS

Reports to:

- Team Leader, Roadside Call Centre

Direct Reports:

- Nil

Internal:

Build and maintain strong relationships with internal business partners, most notably:

- Patrol Co-ordinator
- Roadside Patrols and Contractors

External:

This role is responsible for building valued and trusted relationships with RACT members and the general public.

SELECTION CRITERIA

Essential Criteria *(required for entry into a position)*

Knowledge, Skills & Abilities

- Previous administrative experience
- Well-developed organisational skills
- Demonstrated ability to provide members with an exceptional service experience
- Demonstrated passion to work in a high achievement, service focused team
- Ability to engage members in conversations that build an understanding of their needs
- Experience in developing a sound knowledge of a broad range of products and services
- Ability to clearly articulate the benefits of products and services
- Proven ability to gather information utilising available technology and resources
- Demonstrated desire to be part of a Tasmanian organisation that actively engages with and supports our community
- Ability to ensure communication style builds rapport with customers from initial contact
- Build relationships with clients to tailor existing products and identify cross-sell opportunities.
- Excellent knowledge of Tasmania and the states road network

Qualifications, Education & Training Requirements

- Advanced computer skills in particular the Microsoft suite of programs

Desirable Criteria

- Formal qualification relevant to services and sales industries
- Previous experience in a frontline or call centre environment

PERSONAL ATTRIBUTES

- Ability to work with minimal direct supervision
- Well-developed verbal and written communication skills
- Passionate about exceeding personal and team service targets
- Able to build trust and show integrity by being genuine, talking straight and keeping promises.
- Be courageous by being accountable, proactive and innovative.
- Show care by listening carefully, seeking feedback and being community minded.
- Ability to solve problems by being collaborative, creative and analytical.
- Demonstrate fairness by treating people with dignity and taking a balanced view of circumstances.
- Contribute to a vibrant environment by being energetic, enthusiastic and engaged in everything you do.
- Ability to adapt in a changing environment
- Time management skills

CONDITIONS OF SERVICE

Special requirements: Drivers licence is essential