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| Business Unit: | Customer Service | Reports to: | Customer Service Manager ANZ |
| Job Purpose | | | |
| * To effectively provide both initial and on-going training and assistance to customer service coordinators. | | | |
| Reporting/Working Relationships | | | |
| * Reporting to the Customer Service Manager ANZ, this role will work closely with the customer service team leaders to provide training to all customer service coordinators.. | | | |
| Key Responsibilities | | | |
| * Develop Customer Service work instructions and training documentation; * Implement training for new starters with new starter training guide; * Deliver training to Customer Service and other departments as required; * Support on the job phone and email training within team; * Monitor quality using reporting; * Perform assessments of team knowledge and ability; * Identify gaps in knowledge and re-train where necessary; * Continuously review and update processes and work instructions in line with overall continuous improvement strategy; * Provide feedback to team leaders and assist with reporting where required; * Assist and support team in daily BAU tasks where required; * Other ad hoc customer service duties as required:   + Ensure effective recruitment of the right people with the right skills in the right positions at the right time;   + Ensure effective on-boarding of new employees. Manage the probation period for new employees ensuring regular feedback is provided, improvement actions instigated if necessary. | | | |
| Quality and Safety Requirements and Responsibilities | | | |
| * Comply with Quality System requirements; * Take reasonable care for your own health and safety and do not negatively affect the health and safety of others. Comply with any instructions and follow any policy, procedure or work instruction relating to health and safety at the workplace that has been notified to you; * To ensure compliance with applicable legislation, customer requirements and given the exposure risk to the business, it is a requirement of this role that you maintain any appropriate vaccinations and background checks as appropriate; * Conduct all activities and duties as part of this role in full accordance with company policies, procedures, and values; * Understand and adhere with Principals’ applicable compliance, code of conduct policies and procedures; * Understand and adhere with MTAA &/or MTNZ Code of Conduct. | | | |
| Selection Criteria | | | |
| **Essential**   * Understanding of Device Technologies policies and procedures including any vaccination and background checks in line with your role and responsibilities. * Excellent communication skills (oral and written); * Excellent attention to detail; * Strong process orientation and continuous improvement mindset; * Strong planning capability; * Grow competencies in a collaborative environment; * Strong SAP experience.   **Desirable**   * SAP Experience; * Experience in a similar role; * Strong operations process knowledge. | | | |