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| **POSITION TITLE** | **Customer Operations Analyst** | | | | | | | | | | |
| **FUNCTION** | Loyalty, Data and Financial Services | | | | **DEPARTMENT** | | Customer Loyalty and Data | | | | |
| **REPORTS TO** | Customer Operations Manager | | | | **KEY STAKEHOLDERS** | | Internal: Finance, Retail Operations, Customer and Marketing, Merchandise | | | | |
| External: Print Suppliers, Customer Service Centre, and Gift Card provider. | | | | |
| **DIRECT REPORTS** | N/A | | | | | | | | | | |
| **POSITION PURPOSE** | The Customer Operations Analyst supports the development, delivery and optimisation of Myer’s Financial Services and Loyalty Products, Programs, Services and Campaigns and supports the overall operational delivery of the portfolio through the coordination and management of key operational suppliers. This portfolio includes Gift Cards, Payments, Credit Cards, Customer Service, Loyalty and Strategic Partnerships. | | | | | | | | | | |
| **KEY RESPONSIBILITIES** | 1. Supports the financial management of the Financial Services and Loyalty divisions through coordination of invoices, accruals, budgeting, and forecasting. 2. Supports the operational delivery of Loyalty and Financial Services programs, products and services. 3. Creates, analyses and disseminates reporting on key performance metrics for Loyalty and Financial Services Programs, Products and Services to key internal and external stakeholders. 4. Coordinate relationships with key operational suppliers including key Loyalty and Financial Services manufacturing and system partners, Customer Service Centre partner, key payment partners (e.g. MasterCard, VISA etc.). 5. Coordinates the end-to-end customer contact experience journey for Loyalty and all Financial Services Programs, Products and Services in partnership with the Myer Experience Centre partner and the internal Business Relationship Manager 6. Coordinates key Loyalty and Financial Services projects and initiatives ensuring these are delivered within required timeframes and budgets, while ensuring operational aspects are considered and actioned. 7. Drives a continuous improvement plan through analysing, optimising and actioning key customer and performance insights to drive optimisation and efficiency across core operational aspects of Financial Services and Loyalty portfolio 8. Develop and implement, processes, policies, and procedures to ensure compliance and improve operational performance of Loyalty and Financial Services business units | | | | | | | | | | |
| **ROLE SPECIFIC SKILLS & EXPERIENCE** | * Strong Financial acumen * Intermediate experience in using Excel to create and execute financial reporting dashboards, budgeting, forecasting and invoice management. * Strong customer and analytical skills * Flexible in accepting new challenges, strong communication and organisational skills * Process to driving process efficiency and improvement * Process mapping * *Macro and micro understanding of global Financial Services, Gift Card and Loyalty trends to ensure excellent product delivery and ability to recommend improvements, develop strategy and identify opportunities based on expert knowledge preferred* * *Minimum 2 years’ experience in the Loyalty, Financial Services and/or Gift Card industry within a retail or consumer driven environment preferred* | | | | | | | | | | |
| **KEY METRICS** | * Improvement in cost to sales ratio’s for key programs, products and services * Increase in sales, redemptions and financial returns for key programs, products and services * Improved customer satisfaction through improved NPS and reduction in customer queries, complaints and/or resolution times * Reduction in overall cost base driven by improvements and efficiencies in stock and vendor management * Accurate and timely payment of invoicing and accrual | | | | | | | | | |  |
| **CAPABILITES** | | | | | | | | | | | |
| Accountability & Results Focus | | Plans effectively and takes accountability for behaviour and results. Delivers on expectations in the right way at the right time | | | | | | | | Intermediate | |
| Change Agility & Resilience | | Maintains composure and focus under pressure and quickly adapts to change | | | | | | | | Intermediate | |
| Leadership | | Provides direction and purpose, and empowers, motivates and inspires others to achieve their potential | | | | | | | | Foundational | |
| Customer Centricity | | Has the customer at the forefront of every decision and action | | | | | | | | Intermediate | |
| Communicating with Influence | | Engages and inspires others through clear and persuasive communication | | | | | | | | Foundational | |
| Collaboration | | Builds and maintains positive relationships to drive results that delight the customer | | | | | | | | Intermediate | |
| Product Acumen | | Has strong product knowledge to apply to all programs | | | | | | | | Foundational | |
| **PERSONAL CHARACTERISTICS** | | | | | | | | | | | |
| *The specific personal characteristics and qualities needed to be successful in the role* | | | | | | | | | | | |
| * Analytical * Consistent * Hands on | | | | * Team Player * Courageous * Passionate | | | | * Tenacious * Action Orientated * Inquisitive | | | |
| **SAFETY AND COMPLIANCE AT MYER** | | | | | | | | | | | |
| **SAFETY LEADERSHIP COMMITMENTS** | | *Delete as required*  Strategic Leaders   1. Integrate Myer health & safety strategies into business planning and performance appraisal systems 2. Drive implementation and review of the Safety system 3. Regularly assess health & safety performance and review the Myer Risk & Safety Strategy and systems to ensure they are suitable and appropriate resources are available | | | | | | | | | |
| **SAFETY COMMITTMENTS** | | All Myer Pty Ltd and Warehouse Solutions Pty Ltd team members are responsible for:   1. Clearly understanding and complying with their safety related responsibilities as defined in the “SAFETY AT MYER – Shared Responsibilities Statement” located in the online induction program, Team Member Handbook and the Safety intranet site. 2. Ensuring personal (and wider team – fully briefed & coached) compliance with internal company policies, procedures and codes (e.g. Code of Conduct), and all applicable external laws, regulations, standards and industry codes (e.g. fair trading laws) | | | | | | | | | |
| **OUR VALUES DRIVE OUR BEHAVIOUR** | | | | | | | | | | | |
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| **APPROVAL** | | | | | | | | | | | |
| APPROVED BY | | | Isobel Borash | | | REVIEW DATE | | |  | | |
| The requirements and responsibilities contained in this position description do not create a contract of employment and are not meant to be all-inclusive. They may be changed during employment on an as-needed basis. | | | | | | | | | | | |