



POSITION DESCRIPTION

Position Title	AUDIENCE SUPPORT ADVISOR	Position No.	50059545
Team	Audiences	Classification	Administrative/Professional
Department	Audience Planning	Schedule Roster Cycle	Schedule A 2 Week Rostered
Location	Ultimo	Band / Level	Band 3
Reports to	SUPERVISOR, AUDIENCE SUPPORT TEAM 50048999	HR Endorsement	31/08/2020

Purpose

Provide customer service and assistance on the ABC's national switchboard to ensure an exceptional audience experience and support the team's objectives.

Key Accountabilities

- Operate the switchboard for the ABC's national phone lines, answering and connecting phone calls to the correct department.
- Provide first contact resolution by assessing the caller's needs and resolving straightforward enquiries, and escalating matters as per the ABC's escalation procedures, where appropriate. These enquiries include but are not limited to requests for information, technical/app advice and taking feedback/suggestions.
- Provide general administrative support to the Audience Support Team, including but not limited to enquiry categorisation, logging of audience contacts, UAT testing releases for software updates, and directory/template/knowledge base updates.
- Undertake on the job-training as required and look for opportunities to develop skills in other contact platforms.
- Provide straightforward on-the-job training to less experienced employees as required.
- Actively promote the ABC values and apply all relevant workplace policies and guidelines.
- Cooperate with any reasonable instruction, procedure or policy relating to safety and take reasonable care for your own safety and that of other people who may be affected by your conduct while at work. Additional WHS responsibilities apply to Managers and Supervisors, Team Directors, and other Officers.

Key Capabilities/Qualifications/Experience

1. Relevant administrative skills and experience working at a proficient level with an understanding of switchboards, directories/databases and knowledge bases.
2. Proficiency in computer literacy with the ability to use a range of applications including customer management tools.
3. Proficient problem-solving and customer service skills with the ability to maintain a client service focus, deal with clients diplomatically and tactfully, striving to understand and meet their needs.
4. Effective interpersonal and communication (written/verbal) skills with the ability to establish effective working relationships and convey information in a straightforward manner.
5. Ability to manage own workload and priorities to ensure deadlines are met.
6. Willingness and ability to handle sensitive matters and maintain confidentiality of information.
7. **ABC Principles:** Demonstrated commitment to the ABC Principles of We are ABC, Straight Talking, People Focused, Accountable and Open & Transparent.





POSITION DESCRIPTION

8. **ABC Policies:** Understanding of the relevance and scope of ABC policies and the ABC Principles and a commitment to adhere to these; particularly in relation to complying with health, safety and wellbeing requirements in the workplace and acting in accordance with the ABC Principles.
9. **Diversity and Inclusion:** Ability to communicate effectively and build relationships with people from a range of diverse backgrounds.