

EnergyAustralia Position Description



EnergyAustralia

Position Title	Team Manager Call Centre Sales
Business Unit and Department	Retail, Customer Sales Centre
Location	525 Flinders St, Melbourne
Reports To	Group Leader Customer Sales Centre

‘Brighter energy for today and tomorrow’

At EnergyAustralia, people are at the heart of what we do. In a competitive and rapidly changing industry we depend on our people to provide world class expertise and deliver an excellent customer experience.

Position Purpose

The Team Manager Call Centre Sales is primarily responsible for leading, motivating & coaching a designated team of Sales Consultants to achieve sales and customer service business objectives.

Key Accountabilities

- Build and manage a high performing team to achieve sales targets and service levels in line with Business Unit objectives
- Undertake performance and disciplinary management, feedback and appraisals
- Actively manage leave and absenteeism
- Participation in recruitment , selection and on boarding process
- Call monitoring, coaching and mentoring
- OH&S management
- Facilitation of reward and recognition programs
- Utilise and act on various performance reports
- Manage escalated calls as required; and
- Create and maintain a positive work culture
- Inbed the Connect coaching framework

Actively demonstrates the Energy Australia core competencies

- Customer focus
- People leadership
- Champions change & innovation
- Operational excellence
- Commercial acumen
- Strategic business agility
- Teamwork
- Technical excellence

Consistently models the Energy Australia brand behaviours & personality

- Rock solid dependability
- We find better ways
- We act as a team
- Straight talking
- Energetic
- Smart

Commitment to working safely

- Ensure a safe workplace is maintained and that Health, Safety and Environment issues are pro-actively managed according to EnergyAustralia policy and process
- All OHS incidents are documented and reported according to EnergyAustralia’s procedures

Key Accountabilities

- Timely identification and removal of workplace hazards

EDUCATION AND EXPERIENCE

Education Level	Consistently meeting role requirements at Sales Consultant (Level 4) for a minimum period of 3 months.
Experience	<ul style="list-style-type: none">• Proven people management skills including leadership, training and coaching• Ability to think strategically and analytically• Highly developed interpersonal and negotiation skills• Excellent verbal and written communication skills• Proven time management and prioritisation skills• Demonstrated ability to manage change• Advanced EnergyAustralia systems and process knowledge; and• Advanced product, sales and service knowledge.

DIMENSIONS

Financial (direct or indirect impact) e.g. annual sales, revenue, operating expenses or budget, department budget, etc.	N/A
People Total number of direct and indirect reports Annual total payroll for direct reports	Sales Consultants

KEY STAKEHOLDERS

Internal / External	Who
External	EnergyAustralia Customers
Internal	Senior Manager Sales Call Centre, Sales Call Centre Managers, Senior Team Managers Call Centre Sales, Team Managers Call Centre Sales, Sales Consultants, Training Team, Quality Team, Work Force Planning Team

ORGANISATIONAL STRUCTURE

