**JOB DESCRIPTION**

# Customer Service Manager

# **ABOUT UNITING**

**Our purpose:** To inspire people, enliven communities and confront injustice.

**Our values:** As an organisation we are **Imaginative, Respectful, Compassionate** and **Bold**.

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

# **ABOUT THE ROLE**

**Role Purpose**

The Customer Service Manager provides leadership and mentoring to team members and drives a culture of continuous process improvement within the Customer Service teams. This role is integral/central to ensuring service requirements are met in terms of communication, prioritising, escalating and resolving customer enquiries. It is also responsible for preparing and analysis of regular management report’s.

# ROLE KEY ACCOUNTABILITIES

You will be an integral member of the Customer Service Delivery team through the following:

* Takes responsibility for ensuring that team members have the necessary resources and capability to deliver high quality work. Regularly assesses team member performance, sets objectives and establishes active development plans.
* Contributes to the development and evaluation of changes and improvements to the to the services provide by the department/team and ensures that changes support the viability of Uniting.
* Providing analysis of relevant research and operational information and assisting to evaluate and integrate the information they receive.
* Coordinating and maintaining team management systems and ensuring relevant information is input on a consistent and regular basis.
* Providing a collection of relevant data to assist with budgeting, the operation of the team and production of regular reports.
* Conducting specialised studies as required, providing insights into the operation of the team and the organisation.
* Actively promoting safe work practices in the workplace during all activities consistent with Uniting’s policies and comply with all WH&S legislation, policies and procedures.
* Actively contributes to a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.

As the Manager for the Customer Service , your role specifically will:

* Manage and develop staff effectively, train and guide them, ensuring Customer Service performance standards are adhered to. Promote staff development, seeking and creating opportunities, helping staff act on their developmental needs and setting stretched goals.
* Build and maintain strong relationships with internal and external customers, services & Vendors to ensure our customers have an exceptional customer experience and the tools they need to do their work
* Management handling customer enquiries and complaints in the digital space for Uniting including Facebook, Google & Instagram, as well as producing regular reporting on all incoming digital queries.
* Support the services, marketing and the generation of new business through management of sales and first point of contact to generate quality leads
* Evaluate staff effectiveness through regular appraisals and taking opportunities to provide constructive formal and informal feedback on their performance via Continuous Conversations.
* Handle specialist or escalated calls from the public, ensuring they are satisfactorily resolved. Be clear and polite to customers at all times, accurately evaluating the nature of their enquiry and determining the appropriate action to take, ensuring that information and advice given is factually correct.
* Act as the advocate and champion of the customer. Work effectively with service providers to ensure that there is a smooth transition between ‘front’ and ‘back’ office. Respect the confidential or sensitive nature of customer enquiries, and handle difficult situations appropriately.
* Work in group and one-to-one situations to ensure that service quality and act as the first contact point for customers resolving customer enquiries in line with the agreed service standards and procedures. Be clear and polite to customers at all times, determining the appropriate action to take, ensuring that information and advice given is factually correct.
* Work in a helpful and approachable manner as a member of the team to ensure overall performance targets are met. Make a positive contribution to team plans, and respect commitment to team decisions. Encourage and support team members, respecting the views, values and opinions of others.
* Work in group and one-to-one situations to maintain technical and specialist knowledge across the full breadth of customer service from ‘front’ to ‘back’ office, ensuring that information provided to customers is up-to-date, accurate, and professionally delivered.
* Actively participate in developing the technical requirements of the service, including development of technical tools, and to make reasoned suggestions to improve customer service and technical procedures.
* Disseminate technical knowledge to Customer and Employee Services Officers clearly and concisely in the most appropriate manner, acting as mentor and advisor to them, training and developing them so that they can use and impart technical knowledge effectively.

# ABOUT YOU IN THE ROLE

As a staff member of Uniting you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

**Your directorate:**  Customer, Risk & Governance

**You’ll report to:** Customer Service Delivery Lead

# YOUR KEY CAPABILITIES

**People Leadership**

* **Delivers performance through others -** Clearly delegates and assigns responsibility, evaluating performance along the way.
* **Creates and builds the capability of our people -** Enriches Uniting's overall capability through selection, feedback & the development of excellent people
* **Builds diverse, highly engaged teams -** Builds effective teams with the morale and capability to cope with change effectively.

**Individual leadership**

* **Improving performance -** Works with others and offers suggestions to find ways of doing the job more effectively.
* **Owning the job -** Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.
* **Perseverance** - Remains committed to completing the job in the face of obstacles and barriers.
* **Timeliness of work -** Sets achievable timeframes and works to complete projects, tasks and duties on time.

**Business Acumen**

* **Organisational Operation -** Displays awareness of Uniting’s business objectives and understands how personal objectives relate to those objectives.
* **Organisational Objectives -** Has broad awareness of Uniting’s vision and values and how they apply to issues in the team.
* **Develops and Grows the Business –** Understands team and organisational goals and works collaboratively with Team Members to achieve organisational goals**.**
* **Makes Sound Decisions –** Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.

# QUALIFICATIONS & EXPERIENCE

**Qualifications:**

Qualification in Frontline Management, Business Management or equivalent experience.

**Experience:**

Typically, this role will require 5 or more years’ experience in your field of expertise, including two or more years’ experience supervising a small team of specialists. You will have excellent written and verbal communication skills, be organized, systematic, thorough, accurate and disciplined. You will have excellent written and verbal communication skills, be organized, systematic, thorough, accurate and disciplined. You will be continuing to develop in your area of expertise and be expected to provide innovative ideas to solve problems in your discipline. It is expected that you will be developing good skills at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required.

* Previous experience in supervising and leading high-performing customer focussed teams
* Proficient customer service skills and compliant techniques and experience
* Excellent interpersonal, written and verbal communication skills
* Superior data analytics skills
* A demonstrated passion for social change and contributing to an organisation of influence for the most disadvantaged
* Skilled at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required
* A natural leader of people who can work calmly in a crisis.
* Minimum 3 years’ experience in a Call Centre Team Leader role
* Experience in marketing, project management and customer experience service
* A demonstrated passion for social change and contributing to an organisation of influence for the most disadvantaged

**Even better:**

* Post graduate qualification in the customer service field
* Previous experience in establishing systems process and data collection

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| **Employee Name:** | Insert employee name | **Manager’s Name:****Title** |  |
| **Date:** | Insert date | **Date:** |  |
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