



POSITION DESCRIPTION

Position Title	AUDIENCE SUPPORT ADVISOR	Position No.	50013711
Team	Audiences	Classification	Administrative/Professional
Department	Audience Planning	Schedule Roster Cycle	Schedule A 2 Week Rostered
Location	Ultimo	Band / Level	Band 4
Reports to	SUPERVISOR, AUDIENCE SUPPORT TEAM 50048999	HR Endorsement	17/04/2019

Purpose

Provide an exceptional audience experience through outstanding customer service. The role will handle audience support enquiries using the latest digital channels (email, digital i.e. social media, forums and online) efficiently and effectively.

Key Accountabilities

- Manage inbound, multi-channel (email, digital i.e. online and social media) audience enquiries, assessing audience needs to resolve their queries. Requests could range from basic technical advice, support, complaint handling, request for information, fault reporting, or general feedback/suggestions and enquiries.
- Provide an exceptional experience through first contact resolution and efficient and effective problem solving, with an understanding of the ABC's products and services and editorial policies.
- Act as a support agent, categorising/tagging enquiries, resolving entry level enquiries and complaints where possible, and escalating or forwarding where appropriate.
- You will be responsible for ensuring the optimum help experience for your audience – ensuring knowledge bases and responses are up to date, online support/FAQs and the necessary audience self-help tools are available.
- Work closely with the product owners to convey technical, content and operational issues across the multiple contact points. Act as the voice of the customer amongst the product/content teams. Attend regular stand up/briefing/planning sessions to share the audience perspective and suggest improvements to services, tools and processes.
- Be a conduit between the product teams back to the broader Audience Support Team, working with the product owners to brief the Audience Support Team on new product features, releases and handling recurring issues.
- Perform associated administrative duties, which may include shift handover briefings, database updates, enquiry categorisation/tagging to facilitate reporting, updating and crafting of templated responses, and knowledge base updates using a variety of tools.
- 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. Experienced customer service agent (with a digital focus) and the ability to seamlessly work across multiple audience digital contact points – email and online (web, social media, forums). You'll like the diversity and breadth the role affords.
2. Experienced digital native, well versed in digital support channels and tools. Experience in audience management tools/software such as Zendesk, Resolve, Jira and Confluence will all be well regarded.





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3. Strong passion for helping people with the proven ability to deal with the public in a tactful and professional manner. Complaint handling and technical support experience are key.
4. Effective communicator (across all mediums) with strong interpersonal skills. You'll be experienced in dealing with complaints, providing technical support and taking feedback.
5. Strong in all forms of communication. You'll be articulate, able to write well (and tailored to the platform) with excellent attention to detail.
6. A thirst to understand the ABC as an organisation, its products, its services, its personnel, its policies and its audiences. You will use this as your knowledge base to address audience enquiries.
7. Ability to be proactive. If you don't know the answer, you'll have a natural inquisitiveness to seek it out. As a team player, you'll share your learnings with your colleagues, build a knowledge base and flag recurring audience pain points to avoid future occurrences.
8. Prepared to undertake shift work, including evenings and weekend work.
9. A team player with the ability to own issues.
10. Administrative skills with an understanding of modern day digital contact channels including databases, knowledge bases and audience management tools.
11. An interest in, and broad knowledge of, the ABC brand, the organisational structure, its products and services.
12. An understanding of and commitment to data privacy regulation.
13. **ABC Principles:** Demonstrated commitment to the ABC Principles of We are ABC, Straight Talking, People Focused, Accountable and Open & Transparent.
14. **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.
15. **Diversity and Inclusion:** Ability to communicate effectively and build relationships with people from a range of diverse backgrounds.