

Document Control

Location:	Armidale HO
Role:	Telephone Service Centre Manager
Classification:	Full Time
Reports to:	Executive Manager Distributions
Present Incumbent:	Vacant
Prepared by:	Human Resources
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Our Values

Everything we do is underpinned by our core values:

Flexible **Supportive** **Approachable** **Friendly**

Our values are embedded in our organisation and form the basis of our business planning, recruitment processes; training and leadership development.

We provide 'Trusted Community Banking' to our members by living our values to achieve our goals. We ensure our staff treat people as individuals and promote and encourage local decision making and community involvement across our network of branches and agencies.

Our employees proudly provide quality service to our members in a flexible, honest, fair and caring manner, demonstrating our commitment to our members.

Position Statement

The Telephone Service Centre Manager is responsible for ensuring the delivery of excellent phone service to members by way of 'first point contact' resolution. This role encompasses the responsibility of effective leadership and supervision of staff ensuring the Telephone Service Centre team maintains a high level of product knowledge, including the provision of lending, insurance service's and outbound calling, along with ensuring the operational functions of the Telephone Service Centre in accordance with the organisations strategic plan and regulatory responsibilities. Essential to this position is a proactive and supporting approach to cross-selling, up-selling and the identification of further product sales.

Key Responsibility Areas

1. Ensure and provide a high standard of member and client service at the CMG by displaying friendly, responsive, courteous and effective communication to member enquiries, increasing value to existing CMG members and prospective members.
2. Ensure the highest level of accuracy and professionalism is maintained when providing transaction, insurance and loan services to members.
3. Ensure and demonstrate a sound knowledge of features and benefits of CMG products and advise appropriately on product/service to suit member's needs.
4. Ensure effective delivery of service to meet member's needs and expectations in a timely manner.
5. Ensure the provision of services that are consistent with values of appropriate, needs based cross-selling, up-selling and member retention, improving member usage of CMG products and services
6. Ensure opportunities for quality referrals are identified and referred to specialist areas ensuring sufficient details are obtained.
7. Resolve member complaints in an appropriate and timely manner within CMG policy requirements.
8. Ensure the effective and efficient operation of the TSC including the operation of the telephone and reporting systems.
9. Ensure the new initiatives to grow the TSC operations are implemented in a timely manner.
10. Prepare relevant reports, including call monitoring, and information to management as requested, ensuring it is accurate and meets requirements.
11. Ensure outbound call objectives are met.
12. Support the head of distributions with the cost centre management of the TSC, including preparation, monitoring, management and reporting of budgets in a timely manner.
13. Implement annual sales plan and weekly action logs and proactively support staff to achieve the objectives, ensuring emphasis is placed on proactively seeking to identify members needs and offer solutions through cross selling, up selling and member retention
14. Ensure employees under your supervision receive appropriate training and have the necessary competencies to perform the functions required in their role through the development and application of annual training plans for each employee under your supervision, ensuring continuing training to maintain knowledge and skills that are appropriate for their current activities and responsibilities, update knowledge and skills and develop new knowledge and skills to assist with their current role or new role.

Role Selection Criteria

Competencies

Ability to:

- lead and motivate an established team with a strong member;
- understand key issues faced by a call centre team;
- understand call centre systems and technologies and identify new technology to support improved data management;
- review and develop existing call centre processes, implementing process improvements where identified;
- prepare and manage implementation of business and operational plans;
- set priorities, plan workload, meet deadlines and achieve the objectives of the department;
- supervise, train and develop the skills of the team staff, effectively delegating decision making to work team staff to reflect their position and ability;
- to communicate effectively , both written and verbally and have excellent listening and negotiating skills;
- to develop and maintain effective networks with contractors and industry colleagues and to display confidence when dealing with others.

Knowledge Areas:

- Sound operational knowledge of legislative, regulatory and Code of Conduct requirements including (but not limited to), Financial Services Reform Act, National Consumer Credit Code, Privacy Act, Industry Codes of Practice, EFT, code of Conduct, Financial Transactions Reporting Act, Occupational Health & Safety, Complain Handling, Dispute Resolution and Do not Call Register.
- Sound knowledge of CMG policies, procedures, products, services and systems to comply within the authorities and restrictions in relation to the duties of this role.
- Sound Knowledge of identification procedures and confidentiality of information that conform to the requirements of the CMG and the Privacy Act when accessing member details.

Qualifications and Experience - Selection Criteria

Essential:

1. Certificate in Frontline Management or equivalent (or willingness to obtain within 12 months);
2. Demonstrated sales experience, skills and/or training;
3. Minimum 12 months experience in management or supervision of work team(s);
4. ASIC Tier II Statement of Attainment (or willingness to obtain within 3 months);
5. Knowledge of lending and insurance products and processes;
6. Demonstrated understanding and commitment to the organisation's values;
7. Competency with a range of IT and communications systems

Desirable:

1. Current Driver's license
2. Leadership Development (as required by the CMG);
3. Previous experience with budget preparation and tracking;
4. Demonstrated experience in lending and insurance products and processes.
5. Relevant Qualification in Call Centre Management or industry experience.

Acceptance of Responsibilities

I have read the requirements and responsibilities outlined in this position description, CMG's Code of Conduct and Employment Terms and Conditions and agree to meet and adhere to these and have my performance monitored and evaluated in relation to my performance in the role as detailed throughout this document:

I accept my performance will be measured through the agreed objectives set with my manager each year and reviewed on a minimum six (6) monthly basis in accordance with the organisation's performance management policies and guidelines and processes.

Name: _____

Signed _____

Date: _____

Name: _____

Signed: _____

Date: _____

Telephone Service Centre Manager

Executive Manager Distributions