



Help when you need it most.

POSITION DESCRIPTION

Customer Service Consultant (Call Centre)

RACT VISION

We will be the most dynamic and innovative service organisation in Tasmania. Our People make the difference.

PURPOSE OF POSITION

To contribute to the growth of the Retail Network through the provision of high quality customer service to RACT members and clients, and the achievement of individual and team sales and service targets.

RESPONSIBILITIES

- Deliver exceptional and professional service to members, clients and internal customers by identifying, responding to and satisfying their needs in a timely manner.
- Maximise sales opportunities by actively cross-selling and up-selling.
- Use RACT's Customer Relationship Management system (Prosper) to accurately maintain client details.
- Ensure all daily transaction requirements, administrative tasks and other duties are carried out in accordance with current company and legislative practices and procedures.
- Maintain an up to date knowledge of all products and services to ensure a superior service and sales delivery.

KEY RESULT AREAS

Key Result Area	Performance Standard
Internal and External Customers	<ul style="list-style-type: none">• Establish and maintain excellent relationships with customers and clients.• Contribute to the performance of the team by displaying a positive and enthusiastic attitude, showing support and involvement in all activities.• Ensure all complaints, opportunities for improvement (internal & external) and positive feedback from clients is recorded in the Solvit System
People	<ul style="list-style-type: none">• Actively contribute to team work through participation in staff meetings and by actively supporting colleagues.• Ensure personal presentation and that of the Call Centre reflects the corporate image of RACT.• Support the RACT's goal of zero injuries by:<ul style="list-style-type: none">• displaying a commitment to take reasonable care for your own health and safety and that of other persons;• acting responsibly and performing your work in accordance with safety standards applied and directions given by your Manager, the regulations, or relevant codes of practice; ensuring that any hazardous conditions, near misses and injuries are reported immediately to your Manager.• In the spirit of continuous improvement, actively maintain informal communication between departments by providing feedback or suggestions on how we can improve our current systems and processes.

Business Activity	<ul style="list-style-type: none"> • Support the RACT's 'One RACT' culture by looking for opportunities to provide our members with exceptional service. • Support the RACT's data quality goals by ensuring that, where appropriate all member interactions include a review and update of their contact details. • Seek opportunities to sell, cross-sell and up-sell to new and existing RACT customers. • Maintain an awareness of the timeliness of responses within the Customer Service Charter. • Actively participate in ongoing product, system and sales training. • Comply with all legislative and company policy requirements. •
Profitability	<ul style="list-style-type: none"> • Achievement of team goals while working within budget parameters. • Participate in program for follow up of positive quotes, un-paid and part paid policies and outstanding renewals.

MAJOR ACTIVITIES (TIME)

Indicative Activity	%
• Sales Activities	85%
• Business Follow up activity	15%
TOTAL	100%

RELATIONSHIPS

Reports to:

- Manager, Customer Service Centre

Direct Reports:

- Nil

External:

- Nil

SELECTION CRITERIA

Essential Criteria *(required for entry into a position)*

Knowledge, Skills & Abilities

- Knowledge of, or the ability to quickly acquire the knowledge of RACT insurance products, and other products/services distributed.
- Ability to ensure communication style builds rapport with customers from initial contact.
- Build relationships with clients to tailor existing products and identify cross-sell opportunities.
- Demonstrated ability to gather information using the systems and tools available.

Qualifications, Education & Training Requirements

- Experience with Microsoft applications.

Desirable Criteria

- Previous Call Centre experience is an advantage but is not essential.

PERSONAL ATTRIBUTES

- Self motivated
- Ability to work with minimal direct supervision
- Results driven
- Positive

- Enthusiastic
- Strong desire to provide superior customer service
- Team player
- Openness to change
- Effective listener
- Ability to meet personal and team sales targets
- Time Management skills

CONDITIONS OF SERVICE

Special requirements: • Nil