

Position Description

Position Title Customer Service Representative

Department Customer Enablement

Reports to Customer Enablement Manager

Organisational context

The Community Telco model is a commercial franchise-based methodology business that supports prosperity and sustainability development for regional communities by aggregating local demand for services like telecommunications and meeting that demand through a local, community-owned company. The model captures capital that would be lost to the region and reinvests it locally, creating new jobs and opportunities. There are several Community Telcos around Australia and the number is growing.

Based in Bendigo, Community Telco Australia provides the technology, processes, systems and know-how that enables local Community Telco franchises to offer professional telecommunications services and a competitive range of products. We value and encourage innovation in our staff, and our systems and our product development.

Job summary

- To provide Level 1, 2 and 3 customer support to end customers (and franchises) ensuring the delivery and compliance of CTA's franchise service level agreement obligations.
- To provide customer service to customers enabling CTA and franchises to meet their revenue, growth and capital target.

Duties and responsibilities

- Ensure the delivery and compliance of the company's service level agreement obligations.
- Provide confident and accurate product knowledge and after sales support.
- General administration tasks including sales, order entry, payment processes, etc.
- Undertake over the phone customer inquiries resolving technical and general enquiries including:
 - Internet, email and browser difficulties
 - Connection, hardware compatibility and related performance
 - Fault diagnosis, reporting and management to resolution
 - Price offerings and product differentiation
 - Billing enquiries
 - Account maintenance
 - Processing of payments
 - General customer service activities
- Maintain and respond to email requests to meet specified Service Level Agreements.
- Other duties as directed.

Key performance indicators

- Ensure the delivery and compliance of the company's service level agreement obligations.
- Operate with minimal guidance, prioritise workloads, continuously improve working practices and provide pro-active solutions to problems.
- Develop effective working relationships with internal and external stakeholders.
- Assist in developing a culture of teamwork and innovation within the Customer Enablement team and throughout the company.

Key selection criteria

- Previous working experience in an Internet Service Provider to Level 3 support is preferred.
- Ability to demonstrate extensive experience in software and hardware fault finding.
- Experience in multi function and responsibility working environment concerning administration, sales, technical and customer service duties is essential.
- Ability to demonstrate initiative and problem solving skills for a variety of situations.
- Demonstrated communication and interpersonal skills including the ability to communicate effectively and tactfully to obtain co-operation from management and staff at all levels and deal professionally with the public and external companies.

Qualifications

- No specific qualification is required.
- Prior provision of high-quality customer service, preferably in the technical aspects of customer support in a technology or communications environment, or an ability to successfully transfer current skills to this field.

Competencies

- Persistence and ability to overcome adversity
- Excellent communication, presentation and facilitation skills.
- Strong relationship building skills
- Ability to work under pressure
- Able to use innovation and initiative
- Effective planning and time management ability.
- Team player
- Sound judgment
- Tenacity and commitment to continuous performance improvement.



I accept the position description as outlined above for the role of Technical Service Representative.
Date of acceptance:

Employee Name _____

Employee Signature _____ Date _____

Next Level Name _____

Next Level Signature _____ Date _____