



Position description

Australian Customer Service Representative

Reporting to: Contact Centre Team Leader

Location: Masterton

Our vision - for our customers to love us!

Understanding what our customers want ensures our award-winning Energy Centre and Customer Operations Teams realise this vision by delivering an experience that customers want with less effort and more reward.

As a Contact Service Representative, you will be tech savvy, love being busy and juggling a wide range of tasks, there isn't much that phases you – you can stay calm and focused while dealing with a range of challenging and complex queries in our award-winning service centre in Masterton!

You generate the great service experience by being collaborative, collegial and creative.

You'll use your experience to determine the best form of contact for the customer to ensure all queries are resolved clearly and to the customers satisfaction.

Your initiative and drive to own your own learning ensure you are fully equipped to best service our customers in your role.

We have a pretty big crew here, so teamwork is something that is important to us – you'll share our company vision and recognise that we are all working towards a common goal.



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Position Accountabilities

You are expected to:

- Identify, research and resolve customer queries via telephone, email & chat, using the best means of contact to resolve the customer's query.
- Embrace new tasks and processes presented to you, establish or refine processes as needed in order to meet the needs of the business.
- Ensure process documentation is valid and up to date.
- Use your skills and flexibility to complete a wide variety of tasks both customer facing and non-customer facing when & where required.
- Escalate any complex queries or issues where appropriate to the leadership team or other business units.
- Use your in-depth knowledge of processes, tasks and exception lists to suggest improvements and possible efficiencies.
- Actively lead, support and participate in the Powershop Contact Centre culture.
- Maintain any Powershop customer database tools & systems accurately.
- Be a champion of contact centre integrity, ensuring compliance with any and all Powershop policies that concern integrity (such as the Account Access Policy).
- Identify & follow up on any revenue opportunities within the scope of Powershop Customer contact.
- Ensure that you comply with all Powershop Health and Safety Policies.



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Functional relationships

- **Contact Centre Delivery Manager:** Report directly to – Receive mentoring, coaching, advice and support from. Manage up regularly with the understanding that a Hybrid Team leader is part of the leadership team responsible for the success of the site.
- **Other Team Leaders:** Support and communicate with clearly, All leave, general performance, knowledge, mastery and behavioural issues all need to be shared within the contact centre leadership team to ensure strengths and opportunities are recognised and managed effectively.
- **Contact Centre Trainer:** Communicate with, advise and assist. Receiving training and operational support from site trainer. Point of contact after Team Leader for knowledge and development
- **CSR's:** Lead, mentor, advise, coach and train. Build and instil a culture of focus and deliverable value. Provide regular feedback and regular opportunities to level up.

Knowledge, Experience and Skills

You are expected to possess and demonstrate the following competencies and experience in the delivery of your role:

- Patience, generosity and good humour.
- The ability to fit yourself to steep learning curves.
- A demonstrated commitment to a culture of “go the extra mile”
- Highly articulate – the ability to absorb large amounts of information, digest and articulate to colleagues and direct reports.
- A strong knowledge of most functions across most Contact Centre tasks.
- Great flexible work behaviours and a demonstrated ability to change between tasks if and when required.
- Recovery skills – the ability to identify mistakes (even your own), document and/or articulate issues, fix things and move on with the valuable lesson's mistakes bring.
- A cool, calm and collected approach to difficult or stressful situations.

