

Role Statement

Role Title:	Customer Service Representative	Band:	B2
Stream:	Functional Services		
Role Purpose:	This role is responsible for delivering best practice customer and stakeholder experience across multiple communication channels in an inbound and outbound capacity.		

Minimum Role Accountabilities:

Context: *Dimensions relevant to this role*

Influence/Impact	Local or other internal work groups and internal stakeholders.
Leading & Developing	Coaching and mentoring or provision of technical or functional support to others.
Difficulty	Non-routine and more complex variable tasks and/ or increasing technical or functional specialty required.
Planning Focus	Adjusts daily activities within weekly priorities.
Direction	Broad supervision and guidance from frontline leaders.

Accountabilities: *What I may be expected to do when I come to work in this role:*

- Attend to customers, stakeholders and industry participants’ queries and communications via all forms of contact channels (outbound and inbound) and undertake action to best practice standards.
- Record all necessary information in the relevant system in accordance with role delegations.
- Maintain and comply with privacy requirements when dealing with customers and their information.
- Meet all service standards and performance measurements as set out by management.
- Promote the benefits and features of the company’s products and services where appropriate.
- Support the B2B team in processing non-life support B2B service orders and resolve retailer B2B enquiries by undertaking root cause investigation.
- Support the Claims team in administrative functions relating to claims.
- Liaise with claimants, repairers and other third parties for further information for the purpose of administratively assisting the claims functions.
- Support the IDO in processing tasks relating to minor connections.
- Operate a PC with Windows based applications and carry out all clerical and administrative functions associated with the Contact Centre.
- Perform other duties and responsibilities as may be directed by your Manager, in line with the Work Level Standards for this role.

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Minimum Occupational Capability Requirements:

Essential: *the Knowledge, Skills, Accreditations, Licencing and/or Authorisations, you must have in this role to be safe and effective:*

- Previous customer service experience in a structured team environment with an ability to be self-managed.
- Demonstrated proficiency in verbal and written communication skills and well-developed interpersonal skills.
- Proven active listening skills – ability to use appropriate questioning techniques and audience matching oral skills to deliver and exceed customer expectations.
- Proven analytical ability, problem solving, negotiation, and conflict resolution skills, with the aim of a successful outcome in a challenging environment.
- Demonstrated ability to manage Social Media and Multimedia enquiries.
- Demonstrated ability to match customer requirements to appropriate solutions-based products and services.
- Proven PC knowledge with fast and accurate keyboard skills and advanced knowledge of the organisation’s enterprise systems (e.g. SAP, OMS, MBS, GIS, KCCM).
- Ability to liaise effectively with all levels of the organisation and external parties.

Elective: *may be required in this role but not all in this role may need it:*

- Knowledge of or ability to read system diagrams and technical reports.
- Knowledge and understanding of the National Energy Customer Framework (NECF).
- Experience in the organisation’s Customer Billing and Metering Business Systems and an understanding of the general flow of data for small and large installations between the systems.
- Understanding of the process and procedures to process and resolve B2B service order issues, including Market and Business Rules, Network Tariffs and the ability to source associated information.
- Understanding of claims investigation and processing structure, policies, and guidelines and the relevant sections to the organisation’s Deemed Standard Connection Contract and the Customer Service Standard.