



Job Description: Customer Service Representative – One Team

Company	Telnet Services Limited
Department	Inbound
Position title	Customer Service Representative – One Team (CSR)
Location	Onehunga, Auckland or Homeworker
Work type	Full Time
Reports to	Operations Manager
<i>Version / date created</i>	<i>v1.0 25 November 2020</i>

TELNET's PROMISE

Our promise underpins everything we do at Telnet including the way that we deal with each other, our clients, our partners and how we handle every interaction we have with your customers.

- We add value for our customers
- We are easy to deal with
- Our frontline is the No 1 priority
- We Care

A) Role Description

The key objective for the Customer Service Representative (CSR) is to consistently provide great customer experience, help and support customers by identifying their needs and providing solutions across multiple campaigns via inbound and outbound calls, emails, or live chats.

Key responsibilities include:

1. Provide answers/solutions to customers' enquiries/complaints
 - 1.1. Effectively and efficiently use Contact Suite, Knowledge Base, and Telnet's resources
 - 1.2. Follow call flow strategy and contact centre process
 - 1.3. Ensure call quality and compliance requirements are met in every call
 - 1.4. Escalate calls when need be
2. Build capability - own personal learning and development by continuously enhancing customer service skills, selling skills, product knowledge and technical skills following the Telnet's Training Framework
3. Performance Management – Real Time
 - 3.1. KPI Focus - Meet KPIs as discussed and agreed with your manager aligned with the service objectives on an intraday basis (all KPIs as detailed below)
 - 3.2. Behavioural Metrics – Consistently exhibit key behaviours in the performance of the role
4. Team Player - Work in a rostered team-based environment

B) Key Performance Indicators (KPIs)

KPI	Description	How Assessed
1. Script Compliance	Adherence to call flow strategy, scripts, and Knowledge Base	QA and Managers Skills Verification Assessment (ACQ/Feedback Form)
2. Productivity	- Achieve set target to meet the fiscal year objective - Average Handling Time - Average Hold Time - Email response rate and average response time	Performance versus business objectives for the period (daily/weekly/monthly)
Productivity - Schedule Adherence	Total time a CSR is available over time they are scheduled to work i.e. adherence to scheduled breaks	Managers attendance/adherence report (when iWork against contact suite timesheet reporting)
Productivity - Attendance	Total % of time a CSR is available to work over forecasted work hours	Manager's attendance/adherence report
3. Call Quality and Compliance	- Achieve set target to meet fiscal year objective - Meet call quality and compliance requirements - Zero justified investigations - NPS/CES %	QA and Managers ACQ Report and Investigations

C) Key Skills and Capabilities

Capability	Description	How assessed
Customer Service Skills - Call Flow Strategy - Handling Objections/ Complaints - Communication Skills	- Able to demonstrate the call flow process in every call - Able to demonstrate objection handling process in every call i.e. PAIR process (probe, analyse, isolate and resolve) - Able to demonstrate empathy, active listening, appropriate use of discovery questions, tone, pace, pitch, LAMA (Telnet's conversation etiquette – listen, acknowledge, make a statement, ask questions) and use of positive and professional language in every call	- Successful completion of relevant assessments both during training and on the job. - Successful completion of QA and Managers Skills Verification Assessment.
Product Knowledge and Skills	- Sound knowledge and understanding of campaigns' products, processes, and requirements - Demonstrate and explain where and how to find answers to customers' enquiries/complaints using Knowledge Base	- Successful completion of training and retraining programs. - Timely completion of all assigned courses in Litmos.

	Accurately identify correct solutions/answers to customers' queries/concerns	- Completed and passed all assessments - Successful completion of QA and Managers Skills Verification Assessment.
Technical Skills	- Demonstrate computer skills - Demonstrate, navigate, and use of Contact Suite, Knowledge Base, and client specific system in every call. - Access, use and navigate Intranet and FB@Work	- Successful completion of Skills Verification Assessment during Training. - Successful completion of Managers Skills Verification Assessments
Demonstrate key behaviours	Demonstrate key behaviours to deliver Telnet's promise	Coaching feedback by Manager

D) Key Behaviours

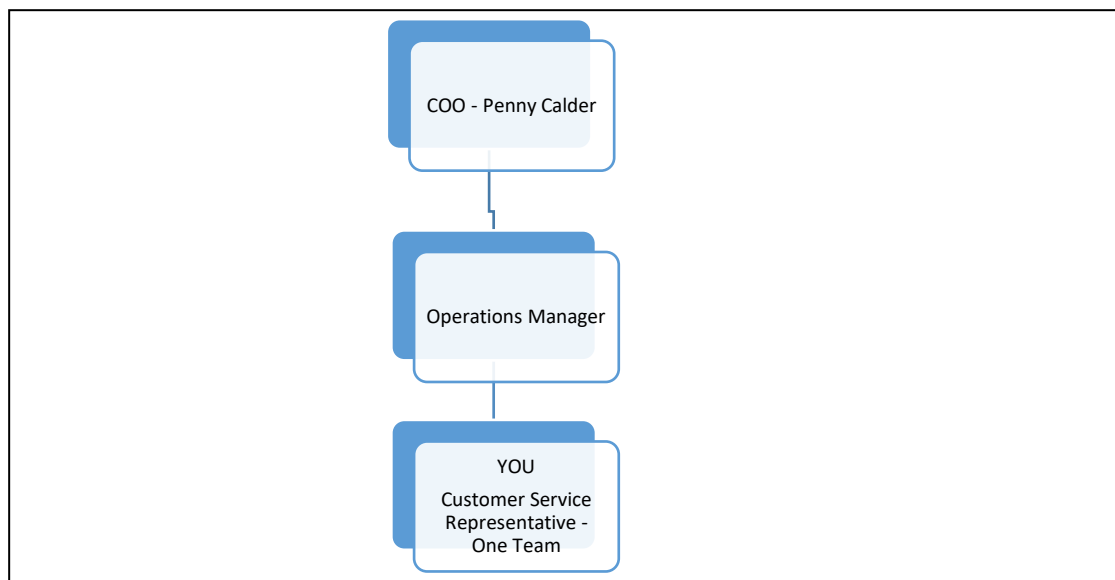
Key Behaviours	Description
Deliver results - Self-motivated	- Displays a strong sense of purpose - Displays a sustained commitment to look at improving what and how they do - Displays positive energy and enthusiasm in performing daily role and responsibilities - Effectively overcomes personal blocks to achieve results - Is ambitious and achievement oriented - Maintains own momentum
Customer Focused	- Responsive to meeting customer's demands and needs - Promptly handles customer's issues/objections with tact, diplomacy, and confidence - Actively tries to find a better way - Brings opportunities and issues to closure - Effectively uses all information and resources to come up with a solution to potential objections raised - Exhibits active listening towards customers, work colleagues and people around them - Exhibits empathy and establish rapport - Recognizes the needs of others and exhibits compassion with customers and people around them
Teamwork	- Works as a participative team member - Actively shares views and ideas and encourages colleagues and peers to do the same - Puts team goals ahead of personal agenda
Develops self	Actively looks for opportunities to build knowledge, skills and capability
Flexibility/open to change	- Modifies behavior to achieve goals - Thrives and maintains personal composure even under stressful situations

	Is adaptable and open to change i.e. <i>moving from Inbound to Outbound work or Blending with Inbound and Outbound work.</i>
Resilience	- Able to withstand or recover quickly from difficult situations - Able to capably adjust to ever changing work environment - Able to bounce back and deliver their best after an unsuccessful or difficult call - Able to successfully cope with unintended consequences
Acts with professionalism and integrity	- Is honest and demonstrates key behaviors - Use appropriate language in the center and during every call - Respectful to others (Customers and work colleagues) - Exhibits pride in what they do - Complies with company policies, procedures, systems, and processes - Observe duty of care to self and people around them

E) Experience

Customer service experience in call centre, retail or hospitality environment is desired.

F) Organisation Chart



I understand this Job Description and acknowledge it outlines my responsibilities in my assignment with Telnet as mentioned in my employment agreement.	
Employee Name	
Employee Signature	
Date	