

TRUenergy Role Description

General Details

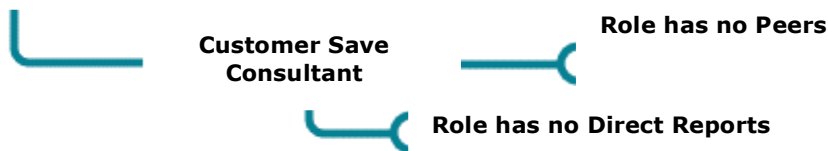
Position Title:	Customer Save Consultant
Position ID:	RD2543
Reports To:	Customer Save Team Manager (RD2542)
Department:	Retail - Customer Service

Role Purpose

The Customer Save Consultant, is responsible for the management of advanced customer acquisition and retention calls including inbound and outbound campaigns and, campaign management calls following a direct mail spread. The position is also required to resolve complex and escalated product and service queries in a professional, 'customer focused' manner, as well as to work diligently towards achieving specified team and individual accountabilities. To provide a role model for other team members demonstrating excellence in customer service To act as the Team Manager as requested

Internal Relationships

Customer Save Team Manager



Key Accountabilities

Accountabilities

1. MULTI-MEDIA INTERACTIONS

Effectively manage all interactions from TRUenergy's high value, high risk customers. Present a positive and professional image of TRUenergy by building strong relationships with internal and external customers and leading by example

2. CUSTOMER ACQUISITION AND RETENTION

Deliver high quality customer service by: Investigate and resolve customer enquiries to the mutual satisfaction of the customer and TRUenergy, striving at all times to try and offer solutions that result in either retention or acquisition.
Complete Customer call-backs within agreed timeframes. Understand and apply knowledge on the policies and procedures provided by TRUenergy, proactively demonstrating the ability to offer solutions Identify any potential 'sell ons' for customers and close.
Demonstrate the ability to determine and recommend the correct advice for customer's enquiries

Performance Measures

- *Inbound and outbound call scripts are adhered to 100% to be assessed through call monitoring, quality assessment and side by side coaching
- *Inbound and outbound call statistics are achieved as agreed Average Handle Time per call
- *Agreed service metrics/targets are achieved for all channels.
- *Up sell and cross sell targets are achieved. – To be agreed per campaign.
- *Agreed scripts are executed and complied with. To be assessed through call monitoring, quality assessment and side by side coaching
- *Agreed acquisition and retention targets are met

- Provide advice to customers on TRUenergy's products and services
3. RELATIONSHIP MANAGEMENT
 - *Increased customer retention rates
 - *Maintaining accurate and up to date activity reports

Good working relationships with key stakeholders to assist in meeting business objectives

Developing effective relationships with customers

Supporting TRUenergy personnel with sales analysis and interpretation, as required
 4. BUSINESS EFFECTIVENESS
 - *Each month demonstrate an achievement of one or more of TRUenergy values by completing a self evaluation form
 - *Demonstrate continuous commitment to H & S procedures by ensuring safe work practices are maintained. H & S checklist completed monthly.

Support the overall effectiveness of the business by:

 - Modelling behaviours consistent with TRUenergy values-Complying with and supporting TRUenergy's Code of conduct and policies
 - Contributing to team effectiveness
 - Engaging in performance and career development processes
 - Complying with regulatory, health, safety and environmental requirements
 5. QUALITY, MEASUREMENT AND CONTROL
 - *Adhere to the established administration processes and guidelines
 - *Contribute to process improvement initiatives

Contribute to quality initiative through participation in the following:

 - Continuous improvement projects
 - Cost reduction reviews-Productivity and efficiency management programs
 - Customer satisfaction indexing through www.customerfeedback.com-Business process re-engineering

Core Competencies

Business Acumen

- L3 - Evaluate components of a problem, when all the information is available
- Makes decisions on the basis of rigorous but timely assessment of the issues
- Sets business plans that are are challenging and robust
- Understand the corporate strategy and its impact across the business

Customer Focus

- L3 - Challenge others to improve the level of customer service
- Model high levels of customer service
- Remind others about the importance of the customer

Drive for Success

- L3 - Consistently over achieve
- Consistently over achieve
- Make specific changes to improve performance, such as re-engineer processes to be faster and more efficient

- Measure performance of team against internal and external benchmarks
- Persist when confronted with difficulties and bogged down by problems

Initiative

- L3 - Solve problems as they arise, without being asked
- Take action to prevent a problem arising in the short term
- Think and act with a one to two year time frame in mind

Teamwork

- L3 - Acknowledge the contribution of others
- Share own knowledge, skills and experience
- Speak positively about other team members, both publicly and privately

Role Competencies

Competency	Performance Criteria
<p>1. PRODUCT KNOWLEDGE – L1</p> <p>Ensure all employees are equipped with the information and knowledge to deliver solutions to meet customer's needs and to pro-actively promote the features and benefits of TRUenergy's products and service</p>	<ul style="list-style-type: none"> *Recognised as an internal subject matter expert in Customer Service policies and practices *Answers complex and high-risk Customer Service policy and process questions *Resolves complex Customer Service issues *Displays detailed knowledge of TRUenergy's products and services *Influences other parts of TRUenergy in the development of new products and services
<p>2. SALES – L2</p> <p>Pro-actively manages customer interactions via the telephone seizing opportunities to cross-and up-sell TRUenergy's products and services. Maximises opportunities for customer acquisition and retention whilst promoting cost effectiveness</p>	<ul style="list-style-type: none"> *Explains the features and benefits of TRUenergy's products and services confidently *Is able to convince customers that what TRUenergy is offering will solve their problems *Responds flexibly to customer's requests for changes to service offerings *Adapts sales tactics and approach to customer's situation *Deals with customers' scepticism and objections Can determine what the customer will settle for *Achieves win-win outcomes
<p>3. PROBLEM SOLVING – L2</p> <p>Understands and responds to the real, underlying customer requirements. Rapidly identifies solutions by applying knowledge of TRUenergy's products and services. Adds value by exceeding customer expectations</p>	<ul style="list-style-type: none"> *Rapidly learns new skills & ideas, tackles complex problems, quickly identifying options and selecting solution *Analyses information to aid in solving problems *Involves the customer in the problem solving process *Makes recommendations for ways to resolve the problem or offers creative alternatives *Follows through on suggestions or commitments made to customers and provides status reports when appropriate
<p>4. REGULATORY AWARENESS – L2</p> <p>Ensures all staff are aware of the importance of the regulatory and statutory requirements governing energy businesses and the implications of non-compliance</p>	<p>Demonstrates a detailed understanding of regulatory requirements, their application and how they affect TRUenergy's policies and procedures Monitors the adherence to regulatory requirements, ensuring all staff are fully aware of their importance and the possible safety and legal implications of non- compliance.Effectively manages escalations ensuring recipients understand the regulatory requirements and the importance of compliance.</p>

5. TELEPHONY – L2

Ensuring the provision of excellent customer service via the telephone which delivers competitive advantage and maximises opportunities for customer retention and acquisition.

*Employs active questioning and listening skills by telephone to confidently diagnose and solve customer problems and maintain relationships
*Excels in satisfying the customer

Mandatory Requirements

Education/Qualifications/Licences

*The successful applicant would have a minimum 6 months experience as a call centre champion operating at the level of New Business Solutions Consultant

Desirable Requirements

Indicative Knowledge,Skills & Experience

- *Highly developed interpersonal, presentation and communication skills
- *Self motivated and willing to contribute to a team environment
- *Be customer focused
- *Be an effective team member*Have demonstrated time management skills.
- *Have demonstrated negotiation skills.
- *The ability to accept change and assist in the introduction of new systems and technologies.
- *Mentoring skills.
- *Demonstrated computer knowledge in the following computer packages Word 97, & Excel 97.
- *Typing skills of 35 words per minute with 95% accuracy
- *Tutoring skills.
- *Time management skills
- *Utilisation of appropriate computer based systems.

Delegations & Authorities

Operating Expenditure

Capital Expenditure

Other Authorities

Role Dimensions

Operating Budget

Staff Numbers

Geographic Span

Other

Special Requirements

Any other information of importance (eg. Involves Travel, Shift Work etc)