

TRUenergy Role Description

General Details

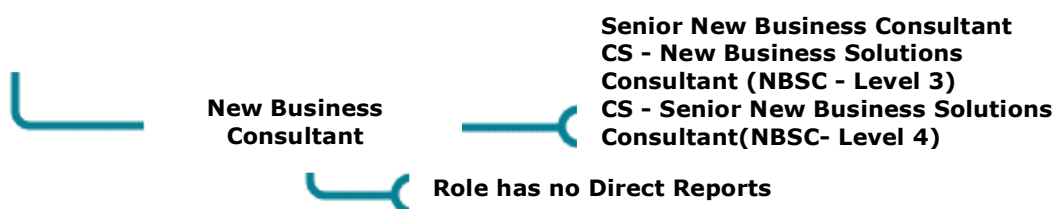
Position Title:	New Business Consultant
Position ID:	RD1786
Reports To:	NBSC Team Manager (RD1090)
Department:	Retail

Role Purpose

The New Business Consultant, is responsible for the management of a variety of customer acquisition calls including new customer and change of occupancy calls. The position is also required to resolve product and service queries in a professional, 'customer focused' manner, as well as to work diligently towards achieving specified team and individual accountabilities.

Internal Relationships

NBSC Team Manager



Key Accountabilities

Accountabilities

1. INBOUND CALLS

Be the first point of contact for TRUenergy's new and potential churn customers, providing information regarding TRUenergy's products and services, and handling potential churn calls that result in either customer retention (existing customer) and or acquisition (new customer).

Indicative calls handled by the position:

- New Customer 'touchpoint' calls
- Change of occupancy calls

2. CUSTOMER AQUISITION

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.

Understanding and applying knowledge on the policies and procedures provided by TRUenergy.

Performance Measures

- *Inbound call scripts are adhered to 100%
- *Inbound call statistics are achieved as agreed.
- *Agreed acquisition targets are met*
- Quality assessment – minimum target of 80%

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- *Quality assessment – minimum target of 80%
- * < 5% of total calls escalated
- *Number of conversions for transfer outs

- Converting opportunities to upsell and crosssell TRUenergy's products and services
3. SYSTEM ADMINISTRATION
 - Administer and maintain as current Customer information in TRUenergy's customer facing systems. Key tasks include;-Account set ups in SAM-Production of quotes and contracts
 - *Customer records, new and existing are maintained as current
 - *New accounts or account changes are made same day.

 4. BUSINESS EFFECTIVENESS
 - 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
 - *Continually demonstrate an achievement of one or more of TRUENERGY values.
 - *Demonstrate continuous commitment to OH & S procedures by ensuring safe work practices are maintained. OH & S checklist completed monthly.

 5. QUALITY, MEASUREMENT AND CONTROL
 - *Assist the NBSC Team in maintaining a Quality Business Approach and compliance with the Quality Standards as prescribed under ASNZ/ISO 9002
 - *Adhere to the established administration processes and guidelines
 - *Contribute to process improvement initiatives

 6. TEAMWORK/WORK GROUP MEETINGS
 - Play an active role as a member of the NBSC Team by:
 - *Assisting other team members by being helpful, swapping shifts
 - *Attending and actively participating in WGMs.
 - *Asking questions, sharing ideas
 - *Team feedback
 - *Internal client satisfaction
 - *Attends all scheduled team meetings

Core Competencies

Business Acumen

- L4 - See a problem from different perspective
- Understand simple cause and effect relationships in assessing an issue

Customer Focus

- L4 - Clearly understand who the customer is in relevant situations
- Demonstrate knowledge of products and services for which you are responsible
- Make decisions and act with the customer in mind

Drive for Success

- L4 - Be responsive to the needs of other employees, customers, suppliers and the broader community
- Measure own performance against internal and external benchmarks
- Show tenacity and optimism to complete a job well

Initiative

L4 - Demonstrate initiative when the opportunity presents itself

Teamwork

L4 - Deliver on promises

- Share information and acknowledge and assist others to help achieve team objectives

Role Competencies

Competency	Performance Criteria
<p>1. ACTIVE LISTENING - L3</p> <p>The provision of service excellence by: ensuring essential information is obtained to confidently diagnose and solve customer and staff issues</p>	<ul style="list-style-type: none">*Concentrates on customer*Listens without interrupting*Asks questions to clarify and verify information*Conveys empathy and understanding for customers situation*Paraphrases customer concerns/requirements to ensure understanding
<p>2. SALES – L3</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">*Uses opening statements that create interest*Asks questions to assess customers needs*Handles objections by problem solving*Moves through stages of the call*Acts on cross and up selling opportunities*Handles rejections from customers positively*Demonstrates effective closing skills
<p>3. PROBLEM SOLVING – L3</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">*Learns new skills & ideas relatively quickly and systematically organises information to identify solution*Asks questions and collects relevant information from the customer to aid in solving a problem or in answering their questions*Works cooperatively and productively with others to achieve optimum results
<p>4. REGULATORY AWARENESS – L3</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>	<ul style="list-style-type: none">*Ensures work is congruent with regulatory requirements*Understands the importance of working within the regulatory and statutory requirements and strictly adheres to TRUenergy policies and procedures*Understands who are the key recipients of their services, products or other initiatives.*Confidently and assertively conveys TRUenergy policies and procedures in line with regulatory requirements when dealing with internal and external customers, building intermediaries and suppliers.
<p>5. PRODUCT KNOWLEDGE – L3</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 services.</p>	<ul style="list-style-type: none">*Displays knowledge of products and services*Responds to questions regarding products and services*Matches products and services to customer needs*Understands how products and services can solve customer problems

Mandatory Requirements

Education/Qualifications/Licences

It is preferred that the successful applicant have had 1 – 2 years of inbound Call Centre experience. Alternatively, the successful applicant may have come out of a frontline customer service role in an administration, service, sales or finance environment.

Desirable Requirements

Indicative Knowledge, Skills & Experience

Ability to develop a good understanding of TRUenergy's products and Services

Basic sales skills

Well 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

The ability to accept change and assist in the introduction of new systems and technologies

Demonstrated computer knowledge in the following computer packages; Microsoft Office 2000

Typing skills of 35 words per minute with 95% accuracy

Delegations & Authorities

Operating Expenditure

Nil

Capital Expenditure

Nil

Other Authorities

Nil

Role Dimensions

Operating Budget

Nil

Staff Numbers

Nil

Geographic Span

Nil

Other

Nil

Special Requirements

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

The position will be based at Bourke Street, Melbourne CBD