

TRUenergy Role Description

General Details

Position Title: Customer Save (Retention) Team Manager

Position ID: RD2542

Reports To: Sales Operations Manager - Contact Centres

Department: Retail - Customer Service

Role Purpose

The Retention Team Manager is responsible for managing the sales activity of the Retention Team, which is responsible for acquiring and retaining residential customers and small to medium businesses.

Internal Relationships

Call Center Support Manager



Key Accountabilities

| Accountabilities | Performance Measures |
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| <p>1. Sales Effectiveness</p> <ul style="list-style-type: none"> *Receiving the sales plan and converting it into an activity plan for the Customer Save Team *Setting activity and outcome targets for the Customer Save Team *Enhance sales effectiveness through coaching, training and role playing activities *Actively contributing to the Weekly/Monthly Sales meetings *Conducting ad hoc product and sales training as required | <ul style="list-style-type: none"> *Achievement of customer save targets and conversion rates *Achievement of call centre metrics *Achievement of campaign metrics *Best Practise sales technique and scripts implemented |
| <p>2. Relationship Management</p> <ul style="list-style-type: none"> *Using formal and informal reporting mechanisms to inform management of customer reaction to elements of the value proposition *Developing good working relationships with key stakeholders to assist in meeting business objectives *Ensuring that Customer Service Excellence is maintained *Addressing customer issues promptly *Supporting TRUenergy personnel with sales analysis and interpretation, as required | <ul style="list-style-type: none"> *Team feedback *Internal client satisfaction *Development and implementation of reporting mechanisms to track the performance *Reporting deadlines are met *Reporting accuracy |
| <p>3. Administration</p> <ul style="list-style-type: none"> *Improving the Sales Team's efficiency through the refinement of procedures *Ensuring that the sales team is supported to ensure that they are maintaining and growing the business *Preparing and distributing weekly and monthly activity reports *Maintaining a clear focus for the team priorities *Conducting weekly and monthly sales meetings | <ul style="list-style-type: none"> *Team feedback *Internal client satisfaction *Conduct monthly 'side by side' coaching sessions using monthly feedback form. |
| <p>4. People Management</p> <ul style="list-style-type: none"> *Development of a highly productive team of people | <ul style="list-style-type: none"> *Evidence of effective and timely communication channels used. *One-on-one feedback sessions at least twice a year where performance is reviewed (strengths and weaknesses), training |

| | |
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| <p>focused on delivering business objectives</p> <ul style="list-style-type: none"> *Manage development and succession planning across the team *Ensuring that staff understand the business objectives and how they can contribute to the achievement of these objectives *Establishing clear and challenging KPI's for all staff *Delivering performance recognition and improvement through the effective use of performance review tools *Sponsoring and promoting the use of internal recognition schemes *Ensuring personal development plans are in place and delivered for each team member | <p>undertaken is evaluated, development needs, succession planning and career development are discussed, actions agreed, resourced and completed</p> <ul style="list-style-type: none"> *Shared purpose: business planning and goals are agreed in consultation with teams once a year and reviewed at least twice a year *Evidence of at least one team activity undertaken during the year to understand the strengths of each team member and ways to work more effectively are discussed. |
| <p>5. Self Development</p> <ul style="list-style-type: none"> *Keep abreast of industry and professional knowledge by reading publications, networking and contributing to relevant groups/ forums *Attending relevant training courses/conferences and seminars *Develop a personal development plan that presents new challenges | <ul style="list-style-type: none"> *Lead by example and encourage team members to embrace TRUenergy values by completing a self evaluation form *Owning a Personal Development Plan |
| <p>6. Health and Safety</p> <ul style="list-style-type: none"> *Ensuring relevant OHS policies and practices are in place within the section *Providing staff with the knowledge and tools to achieve workplace safety *Leading by example in the practice of safe workplace practices | <p>Demonstrate continuous commitment to H & S procedures by ensuring safe work practices are maintained. H & S checklist completed monthly</p> |

Core Competencies

Drive for Success

- L2 - Have a sense of urgency about achieving goals for self and others.
- Willingly take on challenges that no-one else will undertake
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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

Leadership

- L3 - Clearly communicate business direction and goals
- Eliminate roadblocks to team performance
- Provide timely and constructive feedback on performance
- Put in place effective systems and procedures to achieve goals
- Take action to promote team morale and productivity

Talent Development

- L3 - Delegate tasks for development purposes
- Identify individual potential
- Provide accurate appraisal of performance and give balanced and constructive feedback

Teamwork

- L2 - Make others feel valued as contributors to the team
- Publicly credit another team member who has performed well
- Recognise own limitations and actively seek and use others input
- Welcome diversity of ideas and opinions

Role Competencies

| Competency | Performance Criteria |
|-------------------------|---|
| <p>1. COMMUNICATION</p> | <ul style="list-style-type: none"> *Keeps others well informed *Able to make effective presentations and deal with questions on |

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|--|--|
| <p>The ability to develop and leverage relationships with all stakeholders in a diverse and changing environment for positive business outcomes.</p> | <p>subject matter within own area of focus or expertise. *Ability to convey and explain information, opinions, arguments, fluently, coherently and confidently</p> |
| <p>2. PRIORITY MANAGEMENT</p> <p>The ability to perform in a stressful, high-pressure environment subject to unexpected changes and unforeseen fluctuations in workload due to external influences</p> | <p>*Maintains positive customer orientated focus under significant stress</p> |
| <p>3. CONTINUOUS IMPROVEMENT</p> <p>Striving for innovation and best practice in everything we do in a diverse and changing environment for positive business outcomes.</p> | <p>*Taking a new or unique approach to how work is done and striving to continuously improve processes and quality. *Monitors efficiency and work practices and modifies procedures to provide a more effective and efficient service. *Positively helps others to learn from their mistakes *Identifies opportunities for improvement.</p> |
| <p>4. CONFLICT MANAGEMENT</p> <p>Equips staff with the necessary skills to address conflicts in a positive and constructive manner and promotes a harmonious working environment</p> | <p>*Employs tact and diplomacy to defuse and assist in resolving conflict *Addresses substantive conflicts and disagreements using conflict resolution strategies *Anticipates and resolves conflicts in a positive and constructive manner *Treats others with respect, fairness and concern for their welfare *Demonstrates honesty and integrity *Demonstrates consistency *Adheres to policy and procedures and exercises judgement in their execution</p> |
| <p>5. COACHING AND MOTIVATION</p> <p>Ensuring that all business objectives are met through effectively managing and developing the team to deliver a high quality and professional customer service.</p> | <p>*Defines expectations and sets goals *Coaches team members to perform substantive tasks *Interprets statistics to identify performance patterns *Provides regular performance feedback *Motivates employees for increased results *Offers rewards and recognition</p> |

Mandatory Requirements

Education/Qualifications/Licences

- *Proven experience within Customer Service and Sales Call Centre
- *Extensive experience in the development and implementation of inbound/outbound telemarketing campaigns
- *Experience in selling services
- *Excellent oral and written communication skills
- *Proficient in the use of Lotus Notes MS Word and MS Excel
- *People Management Skills, including Leadership, Training and Coaching skills
- *Excellent presentation and planning skills
- *Possess the ability to optimise sales opportunities

Desirable Requirements

Indicative Knowledge, Skills & Experience

- *Budgeting Skills
- *Outcome focused
- *Leadership
- *Team Orientation
- *Business Acumen
- *Customer Service orientation
- *Relationship building
- *Communication skills
- *Negotiation skills
- *Problem solving
- *Time Management
- *Working with others

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)