

## TRUenergy Role Description

### General Details

**Position Title:** Team Manager - CIC

**Position ID:** RD1864

**Reports To:** Customer Service Center Manager (RD1077)

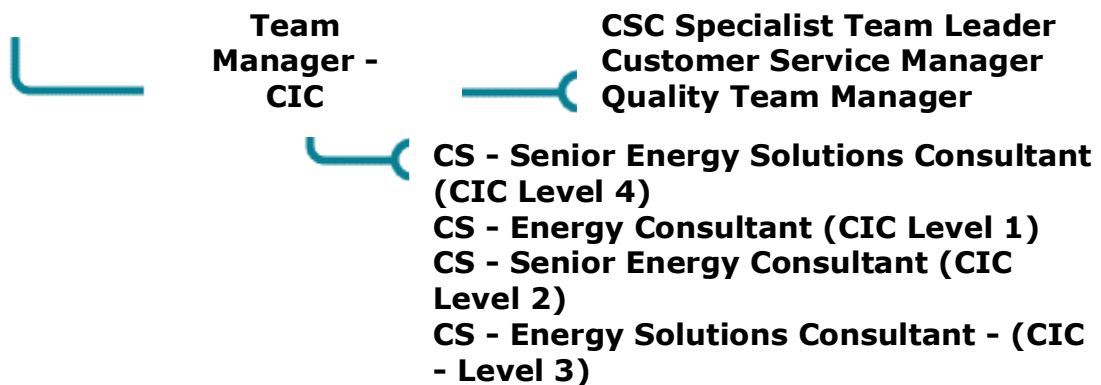
**Department:** Cust & Bus Services - Call Centres

### Role Purpose

The TRUenergy Team Manager is primarily responsible for leading, motivating & supporting a designated team of Consultants to achieve customer service business objectives whilst continually looking for potential improvements to Business Unit processes, implementing and driving the outcomes.

### Internal Relationships

#### Customer Service Center Manager



### Key Accountabilities

#### Accountabilities

#### 1. STAFF MANAGEMENT

Manage a Team of Consultants to achieve service levels in line with Business Unit targets. Key tasks include;

#### Performance Measures

- \*Team feedback
- \*Levels of Team satisfaction
- \*Staff retention
- \*Staff utilisation levels
- \*Achievement of Call Centre Targets/Metrics
- \*Achievement of campaign and sales

- Motivating, coaching and mentoring
- Monitoring and ensuring the delivery of excellent standards of customer contact
- Performance management, feedback and appraisal
- Conduct of workgroup meetings
- Leave management and reporting
- Performance Management
- Call monitoring
- Side by side coaching
- Participation in the recruitment and selection process
- OHS management
- Counselling and discipline
- Reward and recognition

targets

## 2. LEADERSHIP

\*Team feedback

\*Internal client satisfaction

\*Provide outstanding leadership and focus in relation to positive behaviours towards both internal and external customers

\*Play an active and supportive role as a peripheral member of the Leadership Team

\*Contribute to an environment that embraces change opportunities and which is conducive to the achievement of high levels of professionalism, business continuity, customer satisfaction, and business KPIs.

## 3. EMPLOYEE CONDUCT

Support the overall effectiveness of the business by:

\*Lead by example and encourage team members to embrace TRUenergy values by completing a self evaluation form

\*Demonstrate continuous commitment to H & S procedures by ensuring safe work

- 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

practices are maintained. H & S checklist completed monthly.

\*Conduct monthly 'side by side' coaching sessions using monthly feedback form.

4. MANAGEMENT REPORTING

\*Reporting deadlines are met  
\*Reporting accuracy

Utilise a series of daily / weekly / monthly performance reports for the portfolio ranging from:

- Call statistics
- Adherence
- Wrap up codes
- Leave
- GOS / AHT
- Quality assessment outcomes / individual call monitoring outcomes
- Agent Assist
- Campaign/Sales reporting

5. ESCALATED CALL MANAGEMENT

\*Escalated calls are resolved immediately or same day by COB

Manage escalated calls as an ongoing requirement. This task includes taking inbound calls during periods of overload but balanced against the requirement to be accessible to Team Members for support, coaching and mentoring.

6. TEAM

\*evidence of effective and timely communication channels used

Lead a team of consultants to achieve required business outcomes by agreeing challenging work goals and standards, working together effectively & communicating regularly and openly.

Develop succession plans that ensure that career opportunities are created for employees and suitable candidates are prepared for potential future roles.

Empower each employee to achieve their work goals through competency development, effective performance planning and review, regular coaching, rewarding and recognising achievement and taking action on poor performance, provision, and monitoring, of adequate resources and assignment of appropriate levels of authority.

Encourage each employee to achieve their career goals through formal career development discussions regular development activities.

communication channels used.

\*One-on-one feedback sessions at least twice a year where performance is reviewed (strengths and weaknesses), training undertaken is evaluated, development needs, succession planning and career development are discussed, actions agreed, resourced and completed.

\*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.

## **Core Competencies**

### **Influencing Others**

L4 - Talk to others about a proposal or recommendation before finalising it

### **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

- L2 - Change style of leadership to suit the people or circumstances
- Create an innovative and productive environment
- Establish the norms for acceptable behaviour and take action when these are not met
- Set an example by modelling these behaviours at all times

## Talent Development

- L1 - Build coaching and mentoring processes and capability within own team
- Create ongoing development opportunities
- Delegate opportunities to more junior staff when this may be a risk or a stretch

## 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
1. COMMUNICATION	*Keeps others well informed
The ability to develop and leverage relationships with all stakeholders in a diverse and changing environment for positive business outcomes.	*Able to make effective presentations and deal with questions on subject matter within own area of focus or expertise. *Ability to convey and explain information, opinions, arguments, fluently, coherently and confidently
2. PRIORITY MANAGEMENT	*Maintains positive customer orientated focus under significant stress
The ability to perform in a stressful, high-pressure environment subject to unexpected changes and unforeseen fluctuations in workload due to external influences	*Managing stress, agenda and priorities to attend to another *Prioritises and balances multiple tasks *Assists others to prioritise work and manage changing demands *Able to think clearly and make sound

judgements under pressure

### 3. CONTINUOUS IMPROVEMENT

Striving for innovation and best practice in everything we do in a diverse and changing environment for positive business outcomes.

\*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.

### 4. CONFLICT MANAGEMENT

Equips staff with the necessary skills to address conflicts in a positive and constructive manner and promotes a harmonious working environment

\*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

### 5. COACHING AND MOTIVATION

Ensuring that all business objectives are met through effectively managing and developing the team to deliver a high quality and professional

\*Defines expectations and sets goals

\*Coaches team members to perform substantive tasks

\*Interprets statistics to identify performance patterns

customer service.

\*Provides regular performance feedback

\*Motivates employees for increased results

\*Offers rewards and recognition

## **Mandatory Requirements**

### **Education/Qualifications/Licences**

The successful candidate must be able to demonstrate previous experience in the field of customer service delivery, as well as a demonstrated ability of successfully managing a team to achieve results.

## **Desirable Requirements**

### **Indicative Knowledge,Skills & Experience**

\*Proven people management skills, including Leadership, Training and Coaching skills

\*Team or Group Leader experience

\*Proven Experience in a results oriented organization

\*Excellent verbal and written communication skills

\*Proven time management skills

\*Ability to think strategically and analytically

\*Highly developed interpersonal & negotiation skills

\*Ability to effectively manage change

\*CIS+ knowledge desirable

## **Delegations & Authorities**

### **Operating Expenditure**

Nil

### **Capital Expenditure**

Nil

### **Other Authorities**

TBC

## **Role Dimensions**

### **Operating Budget**

Nil

**Staff Numbers**

TBC

**Geographic Span**

NA

**Other**

**Special Requirements**

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

The position is based at Whittlesea.

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UNCONTROLLED WHEN PRINTED

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