

TRUenergy Role Description

General Details

Position Title:	CS - Energy Consultant (CIC Level 1)
Position ID:	RD1783
Reports To:	Team Manager - CIC (RD1864)
Department:	Retail - Call Centre

Role Purpose

The Energy Consultant, is primarily responsible for the management of customer calls, for dealing with a broad range of requests, for the resolution of problems in a professional, 'customer focused' manner and the achievement of specified team and individual accountabilities

Internal Relationships

Team Manager - CIC



Key Accountabilities

Accountabilities

1. INBOUND CALLS

Be the first point of contact for TRUenergy's customers by handling a variety of inbound calls, providing information and resolving customer queries regarding TRUenergy's products and services and wherever possible, handle the customer query in the one call/interaction. Indicative calls handled by the position:

- Account Enquiries
- Energy Payment Methods
- Energy Payment Assistance
- Energy Concessions
- Basic Bill Calculations
- Basic Campaign/Product enquiries

2. CUSTOMER RETENTION

Performance Measures

Inbound call statistics are achieved as agreed. Quality assessment – minimum target of 80%

Quality assessment – minimum target of 80%

		< 5% of total calls escalated
	<p>Deliver high quality customer service by: Investigating and resolving customer enquiries to the mutual satisfaction of the customer and TRUenergy. At all times try and offer solutions Understanding and applying knowledge on the policies and procedures provided by TRUenergy. Provide advice to customers on TRUenergy's products and services Identify campaign driven 'sell ons' for customers and refer to appropriate sales team</p>	
3.	<p>SYSTEM ADMINISTRATION Administer and maintain as current Customer information in TRUenergy's customer facing systems. Key tasks include; Updating and maintaining customer accounts Adjustments Customer notes Customer follow ups through query time Entering of wrap up codes</p>	<p>Customer notes are clear and concise and completed for all customer interactions where the customer's account is accessed with the exception of credit card payments 100% of account changes accurately completed within appropriate timeframes</p>
4.	<p>Support the overall effectiveness of the business by: Modelling behaviours consistent with TRUenergy's 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</p>	<p>Each month demonstrate an achievement of one or more of TRUenergy's 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.</p>
5.	<p>QUALITY, MEASUREMENT AND CONTROL</p> <p>Assist the CIC Team in maintaining a Quality Business Approach and compliance with the Quality Standards as prescribed under ASNZ/ISO 9002</p>	<p>Adhere to the established administration processes and guidelines Contribute to process improvement initiatives</p>
6.	<p>TEAMWORK / WORK GROUP MEETINGS</p>	<p>Team feedback Internal client satisfaction</p>

Attends all scheduled team meetings

Play an active role as a member of the Customer Interaction Centre Team
Assist other team members by being helpful, swapping shifts
Attend scheduled workgroup meetings
Actively participate in WGMs. Ask questions, share ideas

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

- L1 - Act entrepreneurially to make bottom-line gains and create shareholder value
- Champion innovation and creative integration of different ideas and perspectives
- Have a sense of urgency about achieving business goals

Initiative

- L4 - Demonstrate initiative when the opportunity presents itself

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
1. ACTIVE LISTENING - L3 The provision of service excellence by: ensuring essential information is obtained to confidently diagnose and solve customer and staff issues	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
2. VERBAL COMMUNICATION – L3 Articulating customer's needs and promoting TRUenergy's products and	Uses voice to creat and hold interest Projects confidence and professionalism Speaks with positive tone of voice Chooses appropriate words and correct grammar

<p>services confidently and assertively. Projecting professionalism in conveying TRUenergy's policies and procedures to ensure they are understood.</p>	<p>Speaks clearly and at appropriate rate Maintains pitch and volume</p>
<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>	<p>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>
<p>4. SYSTEMS AND TECHNOLOGY USE – L3</p> <p>Applies technical knowledge, skills, experience and judgement to implement technology solutions to maximise operational effectiveness</p>	<p>Displays working knowledge of business systems and related packages Navigates systems quickly and accurately Exhibits required Keyboarding skills Accesses data efficiently</p>
<p>5. TELEPHONY – L3</p> <p>Ensuring the provision of excellent customer service via the telephone which delivers competitive advantage and maximises opportunities for customer retention and acquisition.</p>	<p>Makes positive first impression Communicates in a courteous manner Employs a customer oriented telephone manner to develop and maintain the image of the organisation Solves a range of straight forward enquiries, relaying readily available and procedural information Excels in satisfying the customer</p>

Mandatory Requirements

Education/Qualifications/Licences

It is preferred the successful applicant would have proven experience in an Electricity/Gas Call Center.

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)

The position is based at Whittlesea