



Position Description

Position Summary

Position Title:	Customer Service Officer - Casual
Business Unit:	Customer Service
Reports To:	Customer Service Manager
Leadership Provided to:	N/A
Date Created:	9th July 2007
Review Date:	29 th May 2008

Organisational Overview:

Adam Internet delivers premier Internet services. Privately owned and locally operated, we have kept South Australians at the forefront of Internet connectivity for nearly 20 years. Adam Internet has achieved year on year growth by providing the best solutions at the best price for our residential, government and business customers.

At Adam Internet we believe the benefits of the Internet should be available to all South Australians, enhancing opportunities for entertainment, education, employment and business success.

Our vision is:

To be recognised as the leading Internet Service Provider of choice in South Australia - supplying the fastest, most dependable range of Internet, Voice and Video services at the best possible price.

Our goal is to provide services to our customers built on:

- Speed
- Reliability and
- Value for Money

Adam Internet has adopted the following values that drive our behaviour as an organisation:

- Customer Service focus
- Innovative, determined approach to problem solving
- Willingness to take responsibility for own actions
- Commercial in thinking
- Team player at heart

Adam Internet Employment Contract

The terms and conditions governing an employee's entitlement are those prescribed by the Workplace Relations Act 1996 as amended. Your employment contract will document terms and conditions that are specific to your Job Role. The Adam Internet Policies and Guidelines provide additional information and guidance regarding your employment conditions at Adam Internet

Position Purpose:

The purpose of this role is to be the primary point of contact for Adam Internet clients. This role exists to provide advice, direction and support to customers at all stages of their Adam Internet service. The role involves telephone help desk operations, customer service any telemarketing and sales that may be required and other duties as directed by the Managing Director or appointed delegate.



This role supports the provision of Help Desk support for Adam Internet in providing the organisations expected level of customer service. The organisations customer service expectations are that customer wait times and abandoned call rates are minimised.

Primary Outcomes and Accountabilities

Key Result Areas	Critical Tasks /Performance Measures
Customer Service	<ul style="list-style-type: none"> • Answer telephone calls to ensure customer wait times are minimised with the goal of wait times not exceeding 5 minutes. • Answer telephone calls to ensure abandon rates are minimised with the goal of not exceeding 5%. • Respond to email tickets and faxes in a timely and efficient manner – with the goal to respond to all correspondence within one business day. • Ensure customer problems are resolved with best/best outcomes. • Escalate customer problems that require further investigation to designated escalation points. • Ensure effective and timely communication of progress and/or completion of problem resolution to customers.
Sales and Marketing	<ul style="list-style-type: none"> • Assist the Residential Sales Area to respond to sales opportunities as they are presented • Ensure customers are provided with product options based on their needs • Look for opportunities to up sell customers to achieve maximum value for Adam Internet
Administration	<ul style="list-style-type: none"> • Maintain appropriate records of all contact with customers via account 'notes' • Process all customer orders in a timely and efficient manner • Take ownership and ensure customer related follow up is actioned and followed through to completion with customer informed of progress at all times
Compliance	<ul style="list-style-type: none"> • Adhere to all management instructions • Ensure Policy and Guidelines of Adam Internet are followed at all times • Ensure appropriate security checks are conducted to maintain confidentiality of customer specific information and details • Ensure knowledge of and personal compliance to Adam Internet's non-disclosure policy and individual agreement
Escalation/Problem Solving	<ul style="list-style-type: none"> • Seek assistance and guidance when confronted by complex problems outside of own knowledge and/or experience • Actively seek to broaden knowledge by drawing on the knowledge and experience of more senior staff

Individual Competency Profile

Knowledge, Skills and Experience and Qualifications

Essential:	Desirable:
<ul style="list-style-type: none"> Customer Service experience – either face to face or over the phone A demonstrated enthusiasm for the technology that enables our business 	<ul style="list-style-type: none"> Tertiary qualification in IT Previous experience in Call Centre environment

Required Behaviours

Adam Internet's Core Values	Key Behaviours
Customer Service focus	<ul style="list-style-type: none"> Quickly establishes customers' needs Provides workable solutions Speaks with customers at their level of understanding Treats all customers respectfully Remains composed in difficult situations Keeps commitments with customers
Innovative, determined approach to problem solving	<ul style="list-style-type: none"> Gathers relevant information. Analyses information necessary to resolve problem Shows commitment to solving the problem Looks beyond the obvious and doesn't stop at the first potential solution Establishes requirements for follow-up actions & sets time frames. Maintains communication with customers. Escalates problems to the appropriate resolution team if required
Willingness to take responsibility for own actions	<ul style="list-style-type: none"> Accepts responsibility for his/her own work. Accepts responsibility for work of his/her subordinates (if in a leadership role) Doesn't blame others when things go wrong. Confident to make decisions within his/her area of responsibility without referring to his/her boss Approaches tasks with energy and drive, and a desire to finish.
Commercial in thinking	<ul style="list-style-type: none"> Knows how business works. Knows the competition. Shows financial awareness. Has an understanding of the industry in which we operate. Has an understanding of the company's business.

Team player at heart	<ul style="list-style-type: none"> • Builds proactive and collaborative working relationships with all staff • Encourages other staff to participate and share their knowledge and expertise • Effectively utilises other staff's skills and knowledge, and proactively offers own expertise to staff • Sees the organisation's goals as important • Supports other team members in their work – helps share the load • Shows respect for all staff, their individual circumstances and personal values
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Specific Job Competencies <i>In addition to Adam Internet Core Values</i>	Key Behaviours
Attitude and demeanour	<ul style="list-style-type: none"> • Projects a friendly, welcoming and enthusiastic manner • Remains calm under pressure
Self Management	<ul style="list-style-type: none"> • Has a clear perspective on current priorities • Manages time effectively to meet deadlines • Maintains work life balance at practical levels • Manages own stress levels in an appropriate manner
Communication Skills	<ul style="list-style-type: none"> • Effective written and verbal communication skills • Ability to communicate effectively with people at all levels • Ability to effectively communicate with customers, corporates and internally
"Can Do" Attitude	<ul style="list-style-type: none"> • A solution focussed approach to customer service and teamwork • Proactive approach to teamwork and customer service by showing initiative and taking action (rather than being reactive) • Takes ownership and responsibility for every situation to ensure positive interactions and outcomes. • Assists team members in their work at all times

Special Conditions

<ul style="list-style-type: none"> • Flexible approach to work • Flexible working hours – dependent on business needs

Acknowledgements

Name of Line Manager		Signature	Date
Employee Name		Signature	Date