

POSITION DESCRIPTION

CONTACT CENTRE REPRESENTATIVE

Location: Robina

Reports to: Contact Centre Manager

Supervises: Nil

CHL Capability Band: #1

Primary Purpose:	The Contact Centre Representative will be responsible for answering incoming calls from customers to address maintenance enquiries, answer general enquiries and questions, handle complaints, troubleshoot problems and provide information to prospective customers
Context:	This is an important role contributing to CHL's mission of a world without housing poverty and supporting CHL's values, vision and goals. Staff in this role are expected to assume a positive and balanced approach to work. This includes identifying and following safe work practices and actively working towards a healthy and respectful environment free from harassment and discrimination.
Work Health & Safety	Ensure all tasks and activities associated to the role's operations comply with WHS legislation, relevant State jurisdiction and CHL health and safety policies, procedures and directions
Responsibilities:	The Contact Centre is an integral part of the company's business structure and is responsible for ensuring the delivery of excellent customer service to customers and potential customers by way of 'first point of contact' resolution. 1. Analyse customer concerns, queries and issues and respond appropriately including triaging for priority 2. Provide product and service information 3. Research required information using available resources 4. Organise maintenance & issue work orders within CHL guidelines and RTA timeframes 5. Liaise with internal and external stakeholders including transferring calls and sending emails as appropriate 6. Related administration (data entry, maintain call logs, associated reports) 7. Provide additional appropriate support to wider team and organisation
Technical Skills, Experience & Qualifications:	• Ability to participate in an after-hours contact roster • Experience in a similar inbound call centre or customer service environment • Experience handling difficult clients • Commitment to the right of every person to good quality housing • Satisfactory Police Check
Key Capabilities:	Embraces Diversity – Acknowledges and values diversity and respects difference in all its forms Technology – Uses technology and software application effectively in accordance with task requirements Solves Problems – Uses experience and knowledge of work area to assist in the development of solutions for day-to-day problems Resilience – Achieves work objectives, even in difficult circumstances, whilst remaining positive and calm Gathers Information – Knows where to find information, and asks questions to ensure a better understanding of issues Teamwork – Openly shares information, participates and contributes to team discussions. Nurtures Relationships – Builds and sustains positive relationships. Responds under direction to changes in client needs and expectations. Integrity – Observes CHL standards of behaviour and seeks assistance with ethical dilemmas.

