

Position Description

Customer Care Representative

Job family	Corporate and service support (CSS)
Directly supervising	None
Date prepared	March 2018

Position Purpose

This position provides high quality customer service and support to internal and external customers, programs, and projects.

The role:

- Demonstrates exceptional customer service skills including the ability to:
 - show empathy, patience, and confidence;
 - clearly communicate using positive language;
 - embrace and contribute to continuous improvement for providing exceptional customer service;
 - take responsibility for providing exceptional customer service and ensuring the customer's needs and requests are being met by the organisation;
 - be warm, friendly, eager to help, and inviting.
- Ensures the customers' concerns are addressed quickly and in a manner that leaves them feeling good and confident in the ability of Learning Links to meet their needs.
- Maintains comprehensive knowledge of Learning Links Products and Services to be able to provide direct and immediate support and guidance to customers face to face, via email, or on the telephone.
- Ensures all customer documents including invoicing, payments, reports, are accurate and processed as required to meet the customer's needs.
- Ensures the Customer Data Base and accounting systems are used in a way that supports customer needs and Learning Links professionals. This includes entering required customer related information directly into the Customer Data Base for future reference and actions.
- Provides administrative, office, and site management support as required.
- Ensures that any support provided to other teams and internal customers does not impact on providing direct customer support.
- Ensures the physical environment at all centres are maintained and presented in a way that promotes our brand in the best possible way and reflects our high-quality services. This includes ensuring reception areas are clean, safe, and tidy, and attractively display Learning Links promotions and resources.
- Provides Quality Assurance for the intake processes by reviewing the accuracy of the account and opportunity information to ensure it is accurate. This will include checking the accuracy of who gets billed, pricing, bookings, contact data, and the services provided. Provides feedback on errors made to support a reduction in the error rate within the intake process.
- The position follows organisation and team processes and procedures, and suggests and contributes to changes in processes and procedures to improve our ways of working.

Document Control		
Completed by: Manager, People and Culture	Date: 13 Feb 2018	
Reviewed by: GM, Client Services and Operations	Date: 13 Feb 2018	
Employee sign off and acceptance		
I have read, understand, and accept the expectations of the Customer Care Representative Role.		
Employee:	Signature:	Date:

The statements within this PD are intended to describe the general nature and level of the work being performed. This is not an exhaustive list of all duties and responsibilities associated with the position.

Management reserves the right to amend and change responsibilities to meet business and organisational needs as necessary.

Please print this page only, sign your acceptance, and return this page only to Human Resources at Learning Links