

Customer Care Coordinator Position Description



Position Title:	Customer Care Coordinator		
Reports to:	Head of Customer Experience		
Direct Reports:	N/A		
Financial Delegations:	N/A		
Division:	Customer Experience	Dept:	Customer Care
Location:	Brisbane	Date:	02/02/2021

Company Overview

insignia is a national label manufacturing business with a strong focus on quality – Quality award-winning labels, quality brands, quality service and quality people. insignia has been helping their customers with printed & blank labels, portable & desktop printers, automated print-&-apply applicators, and coding & marking systems for over 40 years.

Our Promise:

- Market leading products
- Nationwide coverage
- Expertise across all industries
- Delivered with personable service and support, diligence and professionalism.

Group Cores Values:

- Honour
- Change for Strength
- Diligence
- Ownership and Commitment

Position Overview & Organisational Requirements

Position Summary:

The Customer Care Coordinator is responsible providing exceptional customer service and championing our customers through all customer queries and interactions. Key tasks in this role are the timely and efficient processing of customer queries via phone and email, processing orders and liaising with Sales teams to support our customers. The primary outcome of this position is to strengthen insignia's relationship with its customers and ensure customers enjoy a frictionless experience.

Organisational Requirements:

- All positions within the Winson Group will support the achievement of our Mission.
- When dealing with our colleagues, customers and the community, all employees are required to act in accordance with the company's stated values, customs and practices.

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- Employees are required to comply with all relevant legislation, laws, regulations, standards, codes and the Group's policies and procedures.
- Employees are required to take reasonable care of their own health and safety and the health and safety of other people, including people working under their supervision or direction, in accordance with the Workplace Health and Safety Legislation, relevant to each state.
- Employees have the right to refuse to carry out or stop unsafe work, if there is a reasonable concern that the work will expose a serious risk to health and safety from an immediate or imminent hazard. If work is stopped because it is unsafe, management must be advised as soon as possible. Whilst the matter is being resolved alternative work is to be carried out, including doing other tasks trained or able to do.

Key Responsibilities

Order Management

- Accurately process orders received via telephone, fax and email and adhere to business deadlines for order processing across all business areas (Labels, Hardware and Service)
- Track and manage outstanding customer orders to ensure timely deliveries
- Follow up transport enquiries and locate lost freight
- Process Non-conformance Cases, customer credits and return freight pickups as required
- Develop sound working knowledge of insignia's product range to provide customers solutions at the first point of contact.
- Follow insignia's Standard Operating Procedures (SOPs) and Work Instructions (WI)

Customer Care

- Receive all inbound calls in a professional and friendly manner ensuring no inbound calls are queued
- Collaborate with and assist Sales Support and Internal Sales on customer queries and supporting work volumes
- Establish and maintain professional working relationships with colleagues, customers and suppliers.
- Ensure data integrity between is maintained through regular database updates in CRM and BC, including names/email/post addresses
- Maintain records of customer interactions and transactions in CRM and BC, recording details of enquiries, complaints, comments and actions taken.
- Build a strong working knowledge of CRM and Business Central

Sales Administration

- Generate Leads for Sales by researching industries and gaining contact details
- Outbound Calls based on lists supplied by Marketing or other departments
- Support for Internal Sales team as needed to assist in calls to customers

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- Categorise inbound emails into CRM into the correct Queue to be actioned.

Business Insights

- Assist in the review and building of internal reports for distribution amongst insignia
- Analysis of changes to customer spend and ordering patterns on prior years
- Provide insight into Freight Recovery charged to customers
- Any other projects or tasks assigned as needed by insignia

Key Competencies/Experience

Key Competencies

- Knowledge of basic principles and practices aligned to customer service.
- Ability to communicate effectively with customers via phone and email.
- Demonstrated high attention to detail and time management.
- Proficiency in effectively utilising the Microsoft Office application suite including Business Central and Dynamics CRM.
- Ability to work autonomously and as part of a team.
- Ability to determine causes of operational errors and decide on a relevant course of action

Experience

- 1-2 years' experience in a Customer Service environment
- Experience within the labelling, coding and marking industry highly regarded

Key Performance Indicators

- Behaviours are aligned to Winson's stated Values and Behaviours
- Team phone queue rate of less than 10%
- Respond to incoming calls within 3 rings
- Order Accuracy rate of 99.5% as measured through non-conformance tracking (NCT)
- Process all orders and queries by required deadlines – 3pm order cut off and queries resolved within 24 hours

Qualifications

- None

Mandatory Criteria

- None

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Specific Requirements of the Position

- Available to undertake flexible work hours during Daylight Savings time

Key Stakeholders

Internal

- Managers, Team Leaders, colleagues and internal staff in different departments

External

- Customers and suppliers

Authorisation

Please sign to confirm that this Position Description has been discussed by both parties.

Employee Name & Signature	_____	Date	_____
Manager Name & Signature	_____	Date	_____

Date	Reviewed By	Comment
02/02/2021	E Powell	Revised PD Created
19/2/2021	L Campbell	Updated Company Overview ; Added unsafe work clause