

POSITION DESCRIPTION

Team Manager – Customer Management (Solutions)



Reporting to: Manager – Customer Solutions

Date: March 2013

Role responsibilities

To encourage flexible work practices and to accommodate changes in responsibilities in line with business requirements, this document describes broad role responsibilities rather than detailed tasks.

Leadership

- Lead and motivate the Customer Solutions team to achieve Red's growth, values and customer experience objectives
- Develop the capability of the Customer Solutions team to achieve targets and deliver an exceptional customer experience through targeted training and coaching, measurement and performance feedback
- Develop the knowledge and skills of Customer Solutions team members to deliver specialist support which facilitates one contact resolution, an exceptional customer experience and meets all compliance and regulatory standards

Quality assurance

- Implement quality assurance programs and processes to ensure that Customer Solutions delivers to its customer experience objectives and maintains a high level of compliance to regulatory standards
- Identify issues and potential issues that may lead to Red Energy breaching compliance or dissatisfying customers and work with Quality and Compliance to effectively resolve
- Ensure the capture of high quality customer data to provide transparency and accuracy of all customer information throughout the customer lifecycle

Stakeholder Relationships

- Facilitate a high degree of structured, deliberate communication with various internal teams and external providers to ensure that customer management processes run smoothly

Continuous Improvement

- Take a continuous improvement approach to identify and recommend improvements which assure the integrity and consistency of data, maximise efficiencies and enhance the customer experience

Required Competencies

- Problem Solving (Conceptual Thinking)
- Customer Focus
- Adaptability
- Influencing Others
- Inspire and Engage

Preferred experience / qualifications

- Relevant tertiary qualification (e.g. management, business, leadership)
- Team leadership
- Retail energy industry
- Regulatory framework

Red Energy Values

- Safety
- Agility
- Courage
- Decency
- Ownership
- Teamwork