# Customer Experience Coordinator
# Position Description

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| **Position Title:** | **Customer Experience Coordinator** | | |
| **Reports to:** | **Senior Customer Experience Coordinator / Customer Experience & Operations Manager** | | |
| **Direct Reports:** | **Nil** | | |
| **Financial Delegations:** | **N/A** | | |
| **Division:** | **Customer Experience** | **Dept:** | **Customer Experience (CEX)** |
| **Location:** | **Brisbane / Melbourne** | **Date:** | **07/01/19** |

## Company Overview

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| Brief summary of company: | Signet is always the best place to look for packaging, safety and cleaning supplies. As a company we are passionate about providing the best service both internally and externally, and this is a key point of difference for Signet in the marketplace. We are passionate about Operational Excellence and have set ourselves a goal to be the world's best at Direct and Database Marketing. Ultimately we will deliver to our customers an Unmatched Low Cost Customer Service Experience - Always.<br><br>Our brand promise is to be - Always in stock. Always on time. Always reliable. |
| Mission Statement: | To be the first place industry looks for their packaging and safety supplies – always. |
| Group Core Values: | Honour; Ownership and Commitment; Change for Strength; Diligence |

## Position Overview & Organisational Requirements

**Position Summary:**

This position involves both the development of customer relationships and active participation in the development of strategies to improve the Customer Experience Centre's performance.

Work requirements include inbound communications with customers in which you leverage the transaction in terms of service, revenue and information; outbound communications in which you proactively strengthen and develop relationships between Signet and its customers.

**Organisational Requirements:**

- All positions within the Winson Group will always support the achievement of our Mission.
- When dealing with our colleagues, customers and the community, all employees should always act in accordance with the company's stated values and behaviours, customs and practices.
- Employees are always required to comply with all relevant legislation, laws, regulations, standards, codes and the Group's policies and procedures.

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- 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.

## Key Responsibilities

- Display behaviours consistent with the stated Winson Values

**Sales and Service**

- Always leverage all transactions in terms of service, revenue, and information sharing.
- Proactively build on product, systems, and skills knowledge.
- Always ensure that no incoming calls are queued.
- Always follow Signet's Standard Operating Procedure (SOP) to ensure best practice operation.
- Always process customer orders accurately.
- Always assist in the processing of all Pre 3pm orders to meet service level targets.

**Marketing**

- Maintaining data integrity through regular database updates, including contact names/emails/postal address through utilisation of the CRM function.
- Maintain an awareness of current marketing activities.
- Provide customer feedback to the Customer Experience & Operations Manager in relation to current marketing activities.

**Administration**

- Always complete all allocated roster tasks according to deadlines.
- Track and manage orders created in the system – Always.
- Always maintain records of customer interactions, recording details of inquiries, complaints and comments, as well as actions taken.

**Team Work**

- Adhere and uphold team ground rules as documented.
- Establish and maintain a professional relationship with customers, co-workers and management.
- Positively contribute to the team environment.

**Graduate Program**

- Contribute to continuous quality/systems improvements.
- Complete projects to designated time frames as allocated by the Customer Experience & Operations Manager or Senior Customer Experience Coordinator.
- Attend 2 weekend conferences per year.
- Complete Graduate Program initiatives as per competency checklist.

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## Key Competencies/Experience

**Key Competencies**

- Knowledge of basic principles and practices aligned to customer service.
- Basic level of proficiency in the Microsoft Office suite.
- Ability to communicate effectively with customers via the phone, email and face-to-face.
- Effective time management and task prioritisation skills.
- Attention to detail.
- Ability to work both as an individual and as a member of a team.

**Experience**

- 1-2 years' experience in a customer service or related role is preferred. University Education and completion of a relevant degree.

## Key Performance Indicators

- Behaviours are aligned to Winson's stated Values and Behaviours.
- Average calls taken per week and total per month to be no lower than 15% of the team average.
- Accuracy rate to meet 99.5% as measured through non conformance tracking (NCT).
- Custom quotes and orders processed to be no lower than 15% of the team average and responded to within 24 hours.
- Customer Experience Coordinator to be auxed in for 300 minutes per day to ensure that the national queue rate is less than 10%.
- Email enquiries received and answered to be no lower than 15% of the team average and responed to within 24 hours.
- Customer Experience Coordinator to attempt one value-add sale in every 3 order attempts.
- Customer Service – at least 85% achieved for calls randomly monitiored against set criteria.
- Progression through the Graduate Program milestones including Graduate conferences, modules, training and project work.
- Completion of allocated roster tasks on a weekly basis within set deadlines.
- Deliver a Net Promoter Score of at least 60+.
- Deliver a Net Easy Score of at least 60+.

## Qualifications

- Undergraduate Business Degree

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## Mandatory Criteria

- Permanent Australian Resident
- C-Class drivers licence

## Specific Requirements of the Position

- Ability to work a flexible roster Monday – Friday between 7am – 6pm
- Attendance at bi-annual weekend conferences

## Key Stakeholders

**Internal**

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

**External**

- Customers and suppliers

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