

Customer Experience Specialist Position Description



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|------------------------|---------------------------------|-------|---------------------|
| Position Title: | Customer Experience Specialist | | |
| Reports to: | Customer Experience Team Leader | | |
| Direct Reports: | N/A | | |
| Financial Delegations: | 0 | | |
| Division: | Customer Experience | Dept: | Customer Experience |
| Location: | Brisbane | Date: | 01/02/21 |

Company Overview

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.

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:

The primary role of the Customer Experience Specialist is to deliver exceptional customer experience. In this role you will identify customer needs, respond to customer queries promptly and collaborate with internal departments to optimise customer services and brand awareness. All customer enquiries received will be required to be processed on time and accurately each business day.

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.
- 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.
- Display behaviours consistent with the stated Winson Values
- 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.
- Display behaviours consistent with the Great Safety Behaviours Matrix.

Key Responsibilities

- Display behaviours consistent with the stated Winson Values

Sales and Service

- Always process customer orders accurately prior to 3pm daily according to Signet's Standard Operating procedures (SOP's) and in line with the Always customer experience.
- Ensure all customer enquiries received are resolved within 24 hours.
- Always leverage all transactions in terms of service, revenue, and information sharing.
- Proactively build on product, systems, and skills knowledge.
- Follow up freight enquires and locate lost freight.
- Confer with customers by telephone to provide information about products, take or enter orders, cancel accounts, or obtain details of complaints.
- Check to ensure that appropriate changes are made to resolve customer problems.
- Refer unresolved customer grievances to the Supervisor for further investigation.

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 Manager and Head of Customer Experience in relation to current marketing activities.

Administration

- Always complete all allocated roster tasks according to deadlines.
- Track and manage orders created in the system.

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- ➔ Always maintain records of customer interactions, recording details of inquiries, complaints and comments, as well as actions taken.

General

- ➔ 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.
- ➔ Contribute to continuous quality/systems improvements.
- ➔ Complete projects to designated time frames as allocated by the Sales Support Manager.

Key Competencies/Experience

Key Competencies

- ➔ Demonstrated ability to provide a high standard of quality customer service
- ➔ Basic level of proficiency in the Microsoft Office suite.
- ➔ Demonstrated high standard of attention to detail.
- ➔ Effective time management and task prioritisation skills.
- ➔ Ability to communicate effectively with customers via the phone, email and face-to-face
- ➔ Ability to work both as an individual and as a team member.
- ➔ Sound interpersonal, listening, oral and written skills.

Experience

- ➔ Previous experience in a high volume, customer focused administrative environment.

Key Performance Indicators

- ➔ Behaviours are aligned to Winson's stated Values and Behaviours.
- ➔ Accuracy rate to meet 99.5% as measured through non-conformance tracking (NCT).
- ➔ Process 66 orders daily subject to volume.
- ➔ Customer Service – at least 85% achieved for calls randomly monitored against set criteria.
- ➔ Email enquiries received and answered to be no lower than 15% of the team average and responded to within 24 hours.
- ➔ Customer Experience Coordinator to be auxed in when required to ensure that the national queue rate is less than 10%.
- ➔ Completion of allocated roster tasks on a weekly basis within set deadlines.
- ➔ All customer interactions to be documented in CRM.
- ➔ Deliver a Net Promoter Score of at least 60+.
- ➔ Deliver a Net Easy Score of at least 60+.
- ➔ Process all orders received before 3pm.

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Qualifications

⇒ N/A

Mandatory Criteria

⇒ N/A

Specific Requirements of the Position

⇒ Ability to work on a rotating shift roster.

Key Stakeholders

- ⇒ **Internal**
- ⇒ Managers, Team Leaders, colleagues and internal staff in different departments
- ⇒ **External**
- ⇒ Customers
- ⇒ 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 |
|------------|--------------------------|---|
| 07/07/2011 | Tina McGregor | Updated to reflect new format |
| 01/11/2013 | Tina McGregor & R Pooley | Reviewed and updated to ensure consistency across Signet PD's |
| 8/7/14 | N Golenkova | Formatting and org chart removed. |
| 19/09/18 | R Matsanga | Updated KPIs, formatting, title |
| 19/3/2020 | L. Campbell | Updated reporting manager |
| 01/02/21 | R. Mtuwa | Updated KPIs, key responsibilities and position summary |
| 02/07/2021 | V Bushill | Updated Organisational Requirement |

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