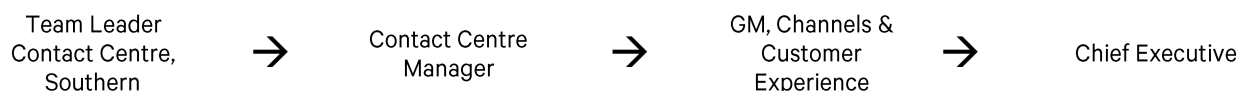


Position: Team Leader Contact Centre

Department: Channels & Customer Experience
Reports to: Contact Centre Manager
Direct reports: 9
Role type: Permanent
Hours: 40
Location: Dunedin
Date: November 2021

Position in organisation



Purpose of position

- Inspire team to deliver an outstanding customer experience all day every day for internal & external customers
- Lead the team to be the key touchpoint for member interaction, problem resolution, and opportunity identification

Key focus of the role

- Implement standardised service performance levels for consistency of customer experience
- Implement proactive and reactive solution delivery to grow usage of services and banking solutions
- Work alongside colleagues to develop a high performing service team
- As a leader, participate, support and enhance Unity to achieve its strategic goals and vision

Key result areas and standards of measures/expectations

- Assist in implementation of the Contact Centre strategy to achieve customer experience, business growth, and profit objectives
- Deliver annual goals and NPS/customer experience targets
- Responsible for day to day resource allocation and call management to support growth and service goals
- Proactive solution development / process improvement
- Oversee day to day measurement and reporting to drive efficiency, channel utilisation, and future enhancements
- Coach, motivate, and mentor team to deliver a consistent high performing service culture, engagement, and positive team dynamics
- Implement relevant service training and coaching
- In conjunction with the Contact Centre Manager, ensure each team member has a clear understanding of their role, their performance, and their growth opportunities through regular 1:1 discussions, coaching, and formal appraisal systems.

Other:

- Health, Safety & Security regulations understood and complied with to ensure hazards identified and accidents prevented
- Other duties willingly performed as required
- Customer (internal staff and external) queries are followed through in a timely manner that ensures closure.
- Champion the organisational values
- Support other team members as required
- Strategic or operational project work completed as required

Note: These duties may change from time to time to meet operational or other requirements.

Person specifications: Skills and knowledge required in this position

Essential

- Previous experience managing and motivating a team
- Solid computer literacy including an understanding of Microsoft Office products
- Good communication skills, both written and oral
- Excellent active listening skills
- Demonstrated customer focus
- Able to self-manage
- Able to develop people and drive a team to consistently deliver results
- Able to encourage and motivate using appropriate communication skills
- Analytical, resilient, and a can-do attitude

Desirable

- Previous experience in a Contact Centre role within a finance organisation
- Proven relationship management skills
- Worked in a competitive service environment e.g. Banking, Utilities, Retail
- Relevant Tertiary education