

Customer Experience Manager

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Company: Mission Australia

Location: Australia

Category: other-general

Your Opportunity

This role will lead a centralised support team with the purpose and aim of providing a great customer experience. You will help with the creation and implementation of our new customer hub. This covers call centre operations and email, with a strong focus on creating and implementing processes, scripts and streamlining.

You will have a continuous quality improvement mindset and be part of a significant and impactful change that we are undertaking and implementing in a staged rollout.

You must be passionate about customer service, training and development of a new team, as well as continuous process improvement, review and refinement pre, and post implementation.

Key Responsibilities

Work with the team to provide a range of national and centralised support to operations including a call centre, administration, and fielding queries via email.

Provide expert advice to the Housing Leadership Team in all areas of customer experience and service excellence.

Establish good governance and processes in the establishment of a centralised call center and digital support hub and make recommendations for improvement.

Ensure systems and system capabilities are thoroughly researched and developed to support best practice in relation to communication.

Develop appropriate processes, tools, and resources for successful delivery of administrative coordination and set up to enable consistent practice.

Provide regular reporting across key areas of operations and seek regular feedback to identify opportunities for service improvement.

Identify risks and monitor and report on project progress to the relevant stakeholders.

Develop strong, collaborative relationships with the Housing and Operations teams and external stakeholders.

Requirements for Success

Ability to manage and support successful implementation of a complex project and drive performance and deliver results (required)

Previous experience in managing a centralised customer hub including call centre function (highly desirable)

Tertiary qualification in management or relevant field (desirable)

Senior level operational experience ideally in the social housing sector ((highly desirable)

Exceptional relationship management skills with high level of customer service focus (desirable)

Experience in developing policies, user guides and learning tools (desirable)

Strong experience and skillset of systems and reporting (desirable)

Before starting work with us, you will need to undertake a national police history check, qualifications and referee checks, and have a clearance to work with children/vulnerable people.

Our culture

Our innovative and inclusive culture will ensure you feel valued at Mission Australia as you help Australians in need and develop in your career.

We're committed to the safety and wellbeing of each other and the people we serve.

We recognise and respect diversity. So, whoever you are, if you're skilled and actively support our purpose and values, you would be welcome at Mission Australia.

Find out more about a .

We encourage applications from people with disability and Indigenous Australians.

Your benefits

Rewarding work – every day you know you're making a real difference

Not-for-profit salary packaging, reducing your tax (details via

Generous discounts with health insurance and major retailers

Free external, confidential counselling and access to .

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