

Customer Service Officer

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Company: Link Group

Location: Australia

Category: office-and-administrative-support

Overview

The Customer Service Officer (CSO) plays a pivotal role in our commitment to delivering an outstanding member experience within the superannuation industry. This position requires a dedicated professional who possess excellent communications skills and a strong commitment to assisting members with their financial needs. The CSO is responsible for addressing member enquiries, providing expert guidance, and resolving issues, ensuring the highest level of member satisfaction and retention.

Key Accountabilities and Main Responsibilities

Member engagement: Act as the first point of contact for members, engaging with professionalism, empathy, and a member centric approach.

Enquiry resolution: Own and respond to member enquiries achieving first call resolution. Offer clear and accurate information to resolve issues.

Member Assistance: Provide guidance on superannuation policies assisting member make informed choices.

Compliance: Ensure all interactions and information sharing adhere to industry regulations and internal policies.

Records Management: Maintain comprehensive records of member interactions, enquiries and resolutions. **Problem Solving:** Identify and analyse member concerns, seeking effective solutions and escalating complex issues to the appropriate department when necessary.

Quality Assurance: Monitor and enhance the quality of service provided to members, consistently seeking opportunities for improvement.

Member education: Offer education resources and materials to empower members to manage their superannuation effectively.

KPIs and Targets: Meeting and exceeding KPIs and targets related to member service, enquiry resolutions and operational efficiency. This includes and not limited to response times, case resolution rates and member satisfaction scores.

Experience & Personal Attributes

General knowledge of superannuation.

Sound knowledge of MS Office and other software packages.

Accuracy and attention to detail and ability to think laterally.

Good investigation and problem-solving abilities.

Customer focused and the ability to collaborate with others to achieve desired outcomes.

Prioritisation and time management skills to meet tight deadlines.

Generate creative solutions to address problems and commit to follow through.

Sound knowledge of technical and compliance issues, understanding relevant policies and legislation.

Excellent communication skills both verbal and written.

Desirable Qualifications

ASFA RG 146 qualification or equivalent

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