

Customer Service Officer (Perth)

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Company: Link Group

Location: Australia

Category: office-and-administrative-support

OverviewAs a Customer Service Officer (CSO) you will be the first point of contact (members, employers and financial planners) via phone (inbound/outbound), click-to-chat, and email for a range of enquiries. Your key purpose will be meeting or exceeding their expectations for Customer Service with accurate and appropriate responses**Key**

Accountabilities and Main Responsibilities

Delivering an outstanding member experience through excellent customer service on inbound and outbound calls

The provision of efficient and effective query resolution by anticipating member needs and taking ownership for first call resolution

Investigation and ownership of complex member queries

Demonstrating subject matter expertise on funds/processes/procedure

Achievement of all Key Performance Indicators (KPIs)

Demonstrating adaptability and teamwork to alter shifts to meet operational demands (if required)

Positive participation in the team and team meetings to discuss and share ideas and celebrate achievement of team goals

Working with your leaders to improve your personal capability, and increase skills via delegated responsibilities/projects

Supporting your leaders and colleagues in delivering results, and working closely with your immediate team within the Contact Centre and the broader Link Group

Demonstrating willingness to increase your Superannuation knowledge, including additional funds and administration functions

Demonstrating drive and motivation by keeping abreast of current industry related information and changes

Displaying a proactive approach to independent learning

Actively contributing towards continuous process improvement

Living the Link Group Core Values; Teamwork, Professionalism, Commitment, integrity, respect

Adhering to all legislative requirements required for the role

Complying with Link Group Privacy a policy and procedures

Experience & Personal Attributes

Strong customer service skills with a member experience focus

Excellent written and verbal communication skills, and a pleasant phone manner

Strong ability to interpret complex subject matter and to translate information to the end user

Established history of consistently delivering results and achieving set targets

Proven track record of reliability and punctuality in a structured environment

Proven ability to solve complex problems and deliver innovative solutions

Demonstrated ability to display empathy and resilience when handling difficult or sensitive calls

Ability to work under pressure and maintain set target levels

Openness to feedback and willingness to develop professionally

Proven ability to solve complex problems and deliver innovative solutions

Previous experience in working in a collaborative and professional team environment

Intermediate computer literacy and keyboard skills (MS Office suite) , and excellent attention to detail and accuracy

Ability to work across digital media platforms and provide front line technical support

A desire to work in, and develop a career within the superannuation industry

Desirable

Experience in Contact Centre or Financial Services

ASFA qualification or equivalent

RG146 qualification

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