

## Team Manager - Contact Centre

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Company: RAC of WA

Location: Joondalup

Category: other-general

With over 1.2 million members RAC is one of WA's most iconic and trusted brands. We are a purpose-led member organisation striving to create greater value for our members and deliver on our purpose to be The driving force for a better WA.

### Future Opportunities

As a Team Manager in our Contact Center's located in Joondalup and West Perth, you will have the opportunity to lead our dedicated team of consultants to showcase the value and benefits of RAC products and services to our members to support them with their enquiries via phone and email.

### What you need to know

**Location:** Joondalup and West Perth

**Working hours:** Monday to Friday (37.5 hours per week) with scheduled Saturdays on rotation

### What will you be doing:

Lead and inspire a team of customer service and sales professionals to achieve individual and collective targets

Provide ongoing coaching and mentoring to support career development

Address member concerns promptly and effectively to ensure a positive resolution

Monitor day-to-day operations to ensure execution of strategies and initiatives

### What we are looking for:

As a member-based organisation, alignment to our values is essential, in addition to:

A seasoned customer service professional with management experience, ideally in a busy, multi-tasking contact centre environment

Strong leadership and interpersonal skills with the ability to motivate and develop team members

Experience in working to & achieving KPI's / targets

Creating a cohesive and collaborative work environment

Excellent communication skills with the ability to listen & relate well to others

Ability to demonstrate empathy and resilience in difficult situations

Strong computer literacy and ability to use many applications at once whilst having engaging conversations

### **What can we offer you?**

Secure a full-time, permanent position working within your local community

Genuine career development pathways, supported by ongoing training and mentorship, offering tangible advancement opportunities.

Free Roadside Assistance and discounts on RAC products and services including Insurance, Holiday Parks and Resorts, Security, Finance and Auto Services

An inclusive & supportive environment, enabling all abilities to strive for success.

Member benefits & opportunity to join a very active Social Club.

We are looking for enthusiastic professionals who will thrive in a culture of continuous improvement. Express your interest with an online application by clicking 'Apply Now!'.

As this advertisement is for future opportunities, please note we will retain your application in the talent pool for Team Manager vacancies that arise over the next 6 months.

#BetterJourneysRAC

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