



## **CUSTOMER SERVICE REPRESENTATIVE**

### **PURPOSE:**

Demonstrate excellence in customer service and sales by achieving specified performance standards in the handling of events that include, but are not limited to telephone calls, faxes and emails. Contribute to the continuous improvement of contact centre operations and support the COMPANY outsource contact centre business.

### **KEY SELECTION CRITERIA:**

#### **1. Person Specification**

- Available to work on a roster basis covering 365 days a year on a shift basis including night shift
- Positive attitude to delivering excellence in customer service in a contact centre environment
- Enthusiastic and confident telephone manner with a 'smile in the voice'
- Outcome focussed and willing to be assessed on contact centre Key Performance Indicators
- Self-motivated and able to apply initiative to solve problems and improve work processes
- Willing to assist knowledge and skill development of colleagues
- Effective in a team-based environment and supportive of team objectives
- Communicates information effectively in a friendly and supportive manner
- Calm and methodical decision maker
- Understands and values the commercial impact of decisions

#### **2. Knowledge, Skills, Experience**

- Fluency (oral and written) in English | Native Language
- Demonstrated skills in delivering consistent excellence in customer service and sales in a contact centre environment
- Demonstrated ability to resolve customer complaints
- Ability to undertake intensive training in complex products such as fares, loyalty programs, help-desk services, ticketing rules, and airline regulations
- Accurate keyboard skills with a minimum speed of 40 words per minute would be advantageous
- Medium level competency skills in the use of windows based computer systems in the use of Word and Excel
- Track record of success in meeting challenging targets in sales and customer service

### **LIMITS OF AUTHORITY:**

Acts under direction of a Team Leader to make decisions in accordance with assigned authorisations, Company policies and procedures and those of Company clients.

### **REPORTS TO:**

Team Leader on duty for day-to-day operational issues. Team Leader of the team of which they are a member for performance development and management.