

Position Description

Position Title	Sales Operations Officer
Team	Sales Operations Team
Reports to	Sales Operations Manager
Position Type	Fixed Term 1.0 (9 months)
Direct Reports	0
Location	Bendigo

Organisational context

Bendigo Telco was founded in the year 1999 by a group of Central Victorian businesses who recognised the need to challenge the existing regional telecommunications and technology landscape, which had been traditionally dominated by the large telecommunications companies. As such, Bendigo Telco was created to retain capital flows with regional communities, collaborate with businesses to create local technology capability and provide a customer service experience that is not obtainable from other service providers. These motives are as relevant today as they were when Bendigo Telco was established.

“The Customer Experience & Customer Outcome Company.”

Our customer is at the centre of everything we do. The products we create, the technology we invest in, the systems we design and use, and the people we employ are all here for one reason; to provide an outstanding customer experience while delivering on the customers' desired outcomes. As a key member of the team at Bendigo Telco, our staff will prioritise our customers' needs when performing all aspects of their role.

Job summary

The Sales Operations Officer is a member of the Sales Operations Team, which is responsible for a range of provisioning services, billing and provision of support and advice to the enterprise mobility Sales Teams, as well as ensuring all provisioning services are effectively linked with other elements across the Bendigo Telco.

Duties and responsibilities:

Key Responsibilities	Performance Outcomes	Competencies
<u>Support to retail and Sales Teams</u>	<ul style="list-style-type: none"> • Provide support and advice to the Sales Teams on an as needed basis • Provide a unique customer experience, face to face and over the phone to ensure every contact with Bendigo Telco Group is friendly, positive and professional, creating a high standard of service delivery • Processing of new customer accounts, as well as general customer service activities • Other duties as directed. 	<ol style="list-style-type: none"> 1. <u>Customer Service</u> <ul style="list-style-type: none"> • Maintain and strengthen positive relationships with internal customers; as indicated by: • absence of ongoing issues with handovers and between teams • Satisfactory resolution of all customer complaints, including effective internal and external communication
<u>Data Entry</u>	<ul style="list-style-type: none"> • Provide timely and accurate data entry into business systems and verify recorded information to ensure accuracy and completeness of data • Perform additional functions complimentary to data entry activities including maintenance of CRM and other related business systems and databases • Undertake data entry and order progress monitoring and maintenance through CT Ordering System and supplier portals. 	<ol style="list-style-type: none"> 2. <u>Data Entry</u> <ul style="list-style-type: none"> • Timeliness of data entry • Zero faults in data entry

Key Responsibilities	Performance Outcomes	Competencies
<u>Provisioning</u>	<ul style="list-style-type: none"> • Includes: Full Service (PSTN, ISDN2, ISDN10/20/30, SIP, VoiP & Inbound Services) • Mobiles & Mobile Broadband • Data Services (ADSL, NBN, Links) • Monitor ordering and provisioning mailboxes and complete orders in a timely manner • Service provisioning of new services and alterations, including adds, moves and changes • Fault management of provisioning services • Manage relocations; coordinate updates with sales staff; inform customers of progress • Completion of service records through CT Service Desk system • Completion of service records through Billing system • Provide a unique customer experience, face to face and over the phone to ensure every contact with Bendigo Telco Group is friendly, positive and professional, creating a high standard of service delivery • Other functions and duties are as directed and required for the delivery of effective provisioning services and general customer service and internal support functions 	<p>3. <u>Provisioning</u></p> <ul style="list-style-type: none"> • Zero phone / orders mailbox items un-actioned in 24 hours • All CT orders acknowledged within 24 hours • Zero errors in hardware funding paperwork • Timely and efficient delivery of modems <p>4. <u>Administrative duties</u></p> <ul style="list-style-type: none"> • Zero faults in audit of billing components • Timeliness of monitoring of mailboxes, typically all reviewed within a 24 hour timeframe
<u>Provide Support to Enterprise Mobility Team.</u>	<ul style="list-style-type: none"> • Provide support to the EMM team on an as needs basis. • Management of mobile services, including fault identifications and feature enablement. • Maintain knowledge of Apple and Android software and products • Assess and action orders for new handsets and mobile broadband orders • Basic service configuration • Liaise with third parties with respect to upgrades and service issues • Maintain and respond to over the phone, email and portal requests for assistance to meet specified service level agreements. 	<p>5. <u>Support to other Sales Operations & EMM staff</u></p> <ul style="list-style-type: none"> • Demonstrated focus on putting group goals ahead of own individual goals

Key Responsibilities	Performance Outcomes	Competencies
<u>Customer Experience</u>	<ul style="list-style-type: none"> • Live and lead a customer centric mentality. • Utilise the correct business and customer engagement tools to support an outstanding customer experience. • Generation of “customers as advocates” as measured by customer service surveys and customer feedback. • Work with your peers to minimise customer loss and churn. • Achievement of any specific targets re: customer complaints & customer advocacy. • Lead and coordinate great customer service and proactively monitor and resolve customer issues. 	

Key selection criteria

- High level of competence with computer and communication technologies
- Technical aptitude with network connections
- Proven high customer service ethics and excellent customer service skills
- Excellent interpersonal skills
- Good communication and social skills
- Ability to demonstrate initiative and problem solving skills for a variety of situations
- Corporate track record exhibiting success in meeting key objectives
- Ability to work in a fast-paced environment involving frequent change

Qualifications

- No specific qualification is required.

Special Requirements

Offers of employment are subject to the candidate undergoing a successful police check

Authorities

Employee Name _____

Employee Signature _____ Date _____

Next Level Name _____

Next Level Signature _____ Date _____