

Position Description

Position Title	Voice Lead
Team	Voice Services
Reports to	Service Owner
Position Type	Full Time 1.0 (Permanant)
Direct Reports	Nil
Location	Bendigo

Bendigo Telco

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.

Our Purpose

Customer and Community success – our commitment

Our Vision

To be your preferred technology partner

The Position

The Voice Services team provides fast, effective and reliable Managed Voice Services that support our customers. This team monitors and proactively identifies problems & incidents before they impact our customers business.

The team is made up of passionate and dedicated professionals who care about our customer and solving their problems. We provide a mix of strategy, implementation and active monitoring that provides our customers with seamless business continuity.

The Voice lead will work closely with our customer to understand their goals, and apply technology solutions via the utilisation of BT's available product and service offerings to assist in the achievement of their goals. The Voice Lead is an imperative resource to our account management team, and acts as the technical expert on BTs strategic product and service offerings.

Duties and responsibilities:

Key Responsibilities	Performance Outcomes
Customer Experience	<ul style="list-style-type: none"> • Actively adopt and promote a culture that ensures that the Customers Experience is always delivered in a timely and accurate manner. • Maximise customer satisfaction through the development of trust and credibility. • Working closely with the Voice Services team ensuring a customer perspective and to deliver a positive customer experience; focusing on customers' needs to drive behaviours and outcomes. • Ensure the correct business and customer engagement tools are implemented that support an outstanding Customer experience. • Work to gain a thorough understanding of client's current technical environment, challenges, and considerations. • Clearly articulate client's technical story back to the business to foster collaboration and a united approach to meet the client's needs. • Ensure all communication relating to the Product and service is aligned to Customer experience. • Collaborative within their Service Area, across Service areas and when working with our customers.
Systems (Technology and Process)	<ul style="list-style-type: none"> • Be a thought leader amongst your clients providing technical expertise in your core fields of specialty. • Develop and innovate cost effective solutions that leverage voice services via cloud, hybrid, mobile or on-premises technology options. • Working through a task, initiative, or prospect to ensure completion to achieve successful outcomes and delivery of customer presentations. • Actively participate in post-sales activities including project evaluations, management, and customer events. • Clearly differentiate the value of Bendigo Telco solution offerings. • Assess and evaluate risk and understand the implications of new technologies. • Maintain deep expertise in selected products, platforms, and technologies. • Build strong relationships with other Bendigo Telco Pre-Sales Lead roles to ensure understanding of customer requirements, issues, concerns and adequate focus and delivery is occurring on agreed activities. • Plan and develop initiatives to ensure continuous service improvement. • Contribute to the development of new principles, concepts, and innovative solutions. • Assist Service Delivery Manager with knowledge and solution advice. • Setup and Maintenance of customer demo environments. • Drive a culture of process improvement through way of working within the team.

Operational Performance and Delivery	<ul style="list-style-type: none"> • All products and features are delivered in an efficient and timely manner to ensure efficiency is delivered and maintained. • Operational services are implemented with effective risk controls to minimise expose to our business operations. • Effective Management of all vendors that underpin the operational performance of the given services of the team. • A fundamental understanding of Bendigo Telco strategic product set and managed services, such as Private and Public SIP/VoIP, Hosted Voice and Mobility. • An ability to effectively engage with customers at all levels – from influencers to decision makers, and C level management. • An ability to coordinate activities that involve resources from many different sources, such as technology team’s sales in order to develop a solution that best meets the customer’s needs.
Leadership and Strategy	<ul style="list-style-type: none"> • Have visibility of and articulate any potential escalation points between the customer and Bendigo Telco for Pre-Sales Lead delivery management. • Build strong relationships with key stakeholders ensuring effective outcomes are delivered to support new and existing solutions. • Understand key business customer Problem Prioritisation and provide regular feedback to the Voice Services team. • Quality of research and advice related to Pre-Sales Lead delivery strategies. • Research and abreast of market and industry trends and integrate into strategy where relevant to Pre-Sales Lead service delivery. • Embrace and lead new capabilities to support innovation (not just technology) • Provide guidance, feedback and direction to the Voice Services and broader Bendigo Telco teams around customer expectations. • Demonstrate and educate the value of Voice services to customers and Bendigo Telco. • Critical to the role will be a solid understanding of our Modern Ways of Working.
Risk Management	<ul style="list-style-type: none"> • Ensure all work practices are conducted in accordance with all Bendigo Telco compliance requirements, as specified in Bendigo Telco policy, corporate and business unit procedures and identify and report instances of non-compliance appropriately. • Create a culture of raising risks to ensure they are dealt with accordingly (Manage, Mitigate, Eliminate or Accept)
Values	<ul style="list-style-type: none"> • Demonstrate consistent behaviour in accordance with Bendigo Telco Values: Honesty & Integrity, Passion, Fun and Engagement.

Key Performance Indicators:

	Key Performance Indicator:
Customer Experience	Service delivery has been delivered in accordance with Business expectations and agreed Service and Operational Level agreements
Systems (Technology and Process)	Demonstrated growth has occurred over all Service capability areas. Measured by progress through the capability matrix.
Operation Performance and Delivery	<p>Ensure that the framework for Voice lead delivery operates effectively with the right capability and capacity to provide the customer and organisaitonal outcome</p> <ul style="list-style-type: none"> • Appropriately support the management of relationships with relevant Customers, Vendors, Wholesalers and Supply Partners. • Appropriately support Bendigo Telco in meeting performance objectives for the service including, SLA, OLA's and SLT's. <p>Measure by observational feedback and adherence to Voice Lead Delivery Management Framework</p>
Risk	<p>All work practices have been conducted accordance with all Bendigo Telco compliance requirements, as specified in Bendigo Telco policy, corporate and business unit procedures.</p> <p>Any instances of non-compliance have been identified and reported appropriately</p>
Continuous Improvement	Continuous improvement initiatives have been identified, then either designed, implemented or had a plan developed for implementation that deliver a measurable benefit to the organisation (For example a process efficiency or cost reduction).

Key selection criteria

- Strong Voice experience in a customer facing role.
- Ability to present to business and technical audiences.
- Effective oral and written communications skills to ensure clear and accurate communications with all stakeholders.
- Demonstrated experience in the assessment and communication of the value of solutions to clients.
- Demonstrated skills in developing valued relationships with clients, suppliers, and industry leaders.
- Highly developed negotiation, troubleshooting, problem resolution and decision-making skills to achieve win/win situations.
- Demonstrated ability to adapt to change with a positive mindset.
- Demonstrated ability to actively participate in a positive team culture with a high emphasis on collaboration to achieve exceptional business outcomes.

Qualifications

- Minimum of 5 years' industry experience preferred.
- Technical degree or equivalent is desirable.
- Current Victorian drivers licence highly desirable.

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	_____