

POSITION DESCRIPTION

Customer Service Coordinator



Location: Unley, South Australia
Reports to: Sales Operations Manager
Functional Liaises: Sales Team
Marketing, Events and Communication Team
Internal & External Stakeholders
Date Prepared: March 2024

PRIMARY OBJECTIVE

This role is responsible for supporting the Sales team by responding to customer requests and assisting with membership acquisition and retention.

The Customer Service Coordinator (CSC) will provide exceptional service, high-quality administrative support contributing to the best possible customer experience.

RESPONSIBILITIES

- The role will be responsible for carrying out administrative tasks as assigned by the Sales Operations Manager.
- Support the Sales team in activities that will improve member acquisition and retention.
- Develop an in-depth knowledge of the South Australia Business Chamber membership benefits and services provided by the organisation.
- Manage onboarding and resignations requirements of members.
- Triage and directly respond to queries through Zen desk (Internal administrative ticketing system).
- Close incoming enquiries from customers in relation to The South Australia Business Chamber's products, services, and events.
- Attend the South Australia Business Chamber Events both In house and External – (some outside normal work hours is required)
- Fulfill data entry and management requirements for members as and when required.
- Support the Sales Operations Manager and Sales teams with debtor management and invoicing requirements.
- Record all engagement activity and maintain appropriate records in the Customer Relationship Management system.
- Work autonomously, be self-reliant, and operate without significant daily supervision

The role is expected to adhere to South Australian Business Chamber's Purpose and Traits in dealing with internal and external stakeholders, customers, and clients.

Our vision is **SA is the best place to do business** with the purpose being to **Remove complexity, create opportunity**.

SOUTH AUSTRALIAN BUSINESS CHAMBER TRAITS

- Share our success
- Think like a customer
- Integrity is everything
- Knowledge defines us
- Strength in collaboration

KEY COMMUNICATIONS

- Internally, the position has regular communication with the Sales Team and other departments such as marketing, events, training and finance.
- Externally, the position has daily contact with customers (members and non-members) regarding information on the South Australia Business Chamber's membership and services.

ABN: 14 725 309 328



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HEALTH AND SAFETY RESPONSIBILITIES

- The employee must ensure while at work that reasonable care is taken for their own health and safety and that their acts or omissions do not adversely affect the health and safety of other people.
- The employee must comply with any reasonable instruction that is given by South Australian Business Chamber and co-operate with any reasonable policy or procedure of South Australian Business Chamber relating to health or safety in the workplace.

KNOWLEDGE, SKILLS AND EXPERIENCE

Essential Selection Criteria:

- Excellent customer service skills
- Attention to detail
- Flexible
- Experience in a fast paced customer service role
- Be able to prioritise and adapt to change
- Experience with a CRM system
- Experience with ticketing systems
- Team focus
- Be passionate about the customer
- Be a problem solver and have a continual Improvement philosophy
- Adapt to customer needs
- Strong interpersonal and relationship-building skills and ability to work with stakeholders at all levels
- The ability to develop and present verbal and written presentations with confidence
- Sound knowledge of computer skills such as Excel, Word, PowerPoint and internal databases

Desirable Selection Criteria:

- Experience in a membership organisation
- Sound knowledge of MS Dynamics CRM
- Previous experience in a customer service environment
- Previous debtor management experience
- Sales experience in a call centre environment

ACKNOWLEDGEMENT

I, _____, have read, understood and accept the responsibilities and accountabilities as documented in this position description.

Employee Name:

Manager Name:

Signature:

Signature:

Date:

Date:
