



Position Description

Position Title:	Team Leader Customer Service
Reports to:	Manager Customer Service and Sales
Position Level:	Team Member

Vision

Centennial Park is a place for the living; a vibrant community hub that strengthens enduring connections.

Purpose

To create a sanctuary of connection and meaning.

Guiding Principles

- Champion the importance of memorialisation
- Foster a culture of quality, kindness, respect and dignity
- Value individuality and personal choice
- Manage the Park for current and future generations

Strategic Pillars

- Information, Transparency & Choice
- Our Natural Environment
- Connections and Collaboration
- A People-First Culture

Customer Experience Team

Our Customer Experience team is comprised of multiple departments, which includes Customer Service & Sales, Funeral & Memorial Services, Marketing, Media & Community Engagement. The team is pivotal to the achievement of Centennial Park's strategic objectives through effective service delivery, customer engagement, and business development.

Position Description

Position Summary

As a key member of the Customer Service and Memorial Sales Team, the Team Leader Customer Service will manage, coach and mentor customer service team members to ensure customer service outcomes and the customer experience meet agreed standards.

Position Purpose

Responsible for developing and maintaining sound stakeholder relationships, internal and external, and contributing to strategies that support Centennial Park's business growth, the Team Leader Customer Service is accountable to the Manager Customer Service and Sales in the achievement of KPI and sales targets.

Key Working Relationships

Accountable to the Manager Customer Service and Sales in providing timely and professional service that supports departmental and organisational objectives and the achievement of sales targets.

Responsible to the Customer Service Team to manage, coach and mentor to ensure customer service outcomes and experience meet agreed standards.

Responsible to the team for developing a teamwork environment based on mutual trust and respect and engendering accountability through empowerment.

Key Result Areas

Financial

- Contribute to the achievement of customer service revenue targets and departmental goals.

Customer Service and Satisfaction

- In consultation with the Manager Customer Service and Sales, contribute to improving customer satisfaction
- Create positive customer experience by ensuring exceptional sales and service is provided resulting in high customer retention.
- Undertake appointments with families and the bereaved to release the Ashes of their loved ones and discuss memorialisation options.
- Ensure that clients receive accurate information and that applications, orders and other relevant documentation are processed appropriately and promptly.
- Respond to client requests in line with Centennial Park's protocol and legislative requirements.
- Respond to customer enquiries, including unscheduled in-person enquires in order to promote Centennial Park's pre-eminent service offering and maximise sales opportunities.

- Receive client payments and ensure that internal financial processes are adhered to.
- Rostering and planning of team including managing planned and unplanned leave ensuring operations are not compromised.
- Support the customer service team by undertaking day to day functions if required by the team including phone calls, administrative functions and customer centric tasks.
- Lead tours of the grounds to promote positive community engagement and highlight Centennial Park's pre-eminent service offerings.
- Participate and contribute in cross functional activities and meetings across the organisation.
- Build and maintain strong positive relationships with all internal and external stakeholders including customers, suppliers and community groups.

Operations, Systems and Processes

- Maintain accurate and complete records in accordance with Centennial Park's Records Management Policy, other related policies, the State Records Act 1997 and other relevant legislation.
- Identify and implement any operational/process/system improvements to the customer service team to deliver an outstanding customer experience
- Provide input into recommendations for new IT systems that improves and aid client relationship management.
- Ensure all relevant policies and protocols are followed within the Customer Experience Department to ensure:
 - A safe work environment
 - Data accuracy and reliability
 - Confidentiality
 - Conformance with the Work Health and Safety Act 2012, Return To Work SA Performance Standards for Self Insurers and the Return to Work Act 2014 (SA).

Leadership and Culture

- Contribute to a culture of teamwork; encourage diversity in ideas, regular feedback, and cohesiveness. Engender an environment of trust and respect and promptly address any areas of conflict.
- Communicate regularly with staff on priorities and progress and empower them to take responsibility for their roles and associated outcomes.
- Carry out call monitoring, coaching and training addressing development areas as required.
- Undertake performance reviews for direct reports within designated deadlines. Document outcomes from reviews and forward to the Manager People & Culture.
- Manage poor performance through open and frank discussion ensuring that action is taken to resolve problems in a timely way.

Competencies

- Strong leadership and communication skills and the ability foster collaborative working relationships and high performance.

- Organised, self-motivated with strong attention to detail and the ability to manage multiple competing priorities and achieve timeframes.
- Ability to handle difficult and sensitive situations professionally to achieve successful outcomes.
- Proven ability to work with change and proactively promote the value of change in the workplace.
- Demonstrated experience in a sales and target driven environment.
- Demonstrated experience in providing high level customer service and administration tasks to internal and external customers.
- Proficiency in windows based computerised systems and applications, including the MS Office Suite of programs.
- Well-developed relationship building skills and the ability to liaise effectively with a diverse range of stakeholders.
- Understands the broader commercial environment in which the organisation operates and is able to balance innovative thinking within a commercial context.

Key Performance Indicators

Financial	<ul style="list-style-type: none"> • Team revenue and financial targets are established and achieved • Provide reports on the financial performance and volume metrics of the customer service team through to the Manager Customer Service and Sales
Client Service & Satisfaction	<ul style="list-style-type: none"> • Constructive and effective contribution towards department planning processes. • Sales opportunities are maximised. • Stakeholder escalations are handled promptly, professionally and sensitively • Administrative process are accurate and timely. • Responsibilities are conducted and/or completed with the Authority's specified timelines and are accurate and compliant with legislation, policies and procedures. • Effective time management of specific duties and activities. • Provide accurate and timely reports on the outcomes of the team • Demonstrated commitment to providing a pre-eminent experience to clients and stakeholders. • Enquiries are handled promptly, professionally and sensitively. • Cooperative and flexible attitude and willingness to undertake work in other workgroups to meet organisational objectives and projects.
Operations, Systems & Processes	<ul style="list-style-type: none"> • Demonstrated commitment to continuous improvement, measured by efficiency of operational systems • Systems, files and records are accurately maintained

	<ul style="list-style-type: none"> • Ensure compliance of the organisation’s policies and procedures by conducting regular compliance checks.
Leadership & Culture	<ul style="list-style-type: none"> • Achievement of a high performing team, with clear expectations communicated to staff • Proven behaviours as a role model through professionalism, leadership, courtesy, respect and ‘living’ the organisational values, along with fostering a workplace culture reflective of these values. • Identified professional development needs for team • Performance reviews conducted on time and updates provided to Manager Customer Service and Sales and People and Culture Team • Demonstrated flexibility in approach to working hours in the context of work priorities and Centennial Park events. • Professional courtesy demonstrated by ensuring timely attendance of meetings, responding promptly to emails and meeting deadlines. • Actively participate in team meetings, communication meetings and other work related meetings.

A current Class C (Car) Drivers’ Licence is required for this role.

Out of hours work may be required in order to represent Centennial Park at events or in conducting weekend tours and weekend appointments.

The above does not represent an exhaustive list of Key Performance Indicators. Additional Key Performance Indicators may be raised through the Performance Development and Opportunity Review Process.

The Employer may vary the Position Description from time to time in accordance with operational needs.

Signed

Employee:

Date:

Signed

Manager:

Date:
