

# POSITION STATEMENT

<b>Title:</b>	Customer Contact Centre Coordinator (Affirmative Measures <sup>1</sup> )	<b>Position no:</b>	5135
<b>Level:</b>	IBA Level 5 (\$93,392 - \$103,544)	<b>Last updated:</b>	December 2022
<b>Location:</b>	Canberra, Melbourne, Sydney, Perth	<b>Term:</b>	Ongoing
<b>Program:</b>	Business Solutions		
<b>Section:</b>	Customer Contact Centre Team		
<b>Context:</b>	<p>Indigenous Business Australia, partners and invests with Aboriginal and Torres Strait Islander people who want to own their future. We go further than provide money; we invest in people, places and ideas that are ready. We help make them real. We're deeply invested in the financial success and economic independence of Indigenous Australians. It's why we exist.</p> <p>We provide a range of services for Indigenous Australians to create wealth and accumulate assets, take up investment opportunities, create business enterprises that provide additional employment opportunities, and to purchase homes. We achieve these outcomes by applying a commercial focus, and by building mutually respectful and productive partnerships with Indigenous Australians, government, non-government and private sector organisations.</p> <p>Our staff are invested, informed, responsive, respectful and connected.</p> <p>The <b>Customer Contact Centre team</b> will support aspiring entrepreneurs, start-ups and established businesses with an enhanced IBA's customer experience and support the Business Development team through:</p> <ul style="list-style-type: none"><li>• Improving IBA's responsiveness and reducing call waiting times.</li><li>• Improving IBA's responsiveness by activating its internal knowledge systems.</li><li>• Ensuring we can meet customer expectations and respond in a timely manner in line with mainstream lender service standards.</li></ul>		
<b>Role:</b>	<p>The <b>Customer Contact Centre Co-ordinator</b> reports to the Senior Manager, Customer Management &amp; Business Lending. The role is responsible for co-ordinating the effective service delivery of the Customer Contact Centre and supporting the team in receiving inbound telephone calls and responding to online web-based enquiries in relation to customer business support enquiries. The role includes creating, maintaining and completing relevant documents and ensuring that customer records and documents are accurate, up to date, and stored in accordance with IBA's policy and procedures. The role will be triage customers enquires and offer the most appropriate business products and/or services based on the customer business lifecycle stage and segment needs.</p>		

<sup>1</sup> This filling of this vacancy is intended to constitute an affirmative measure under subsection 8(1) of the Racial Discrimination Act 1975. This vacancy is only available to Aboriginal and/or Torres Strait Islander people.

**Duties:**

- Manage the rosters and workload of the Customer Contact Centre team that supports IBA's national response and demand model for each state to meet the needs of our customers nationally.
- Support Call Centre Support Officers in providing guidance to handle escalations and complex enquiries.
- Provide guidance and support to resolve customer expectations at first point of contact by enabling solutions that meet customer & IBA expectations.
- Provide ongoing training and coaching to develop staff across all aspects of customer service, customer conversations and CRM system data entry.
- Listening to calls conducted by Call Centre Support Officers and provide performance feedback for coaching purposes.
- Monitor the performance of the team against agreed targets and within IBA's agreed quality tolerance.
- Accurately capture and manage report information for all inbound Business enquiries.
- Answer inbound Business enquiry calls.
- Review Business enquiries received from the IBA website; assess information provided and make outbound calls to customers to discuss IBA Business products and services.
- Assess the level of readiness for customers enquiring about IBA Business products and services through the IBA Business Questionnaire and using active listening, open/closed and probing questions.
- Provide general information, discuss relevant IBA Business Workshops with customers and provide information on sessions date / times to attend.
- If customers are deemed "Ready to Act" based on the IBA Business Questionnaire (or when otherwise deemed appropriate), schedule a date / time for a call with a IBA Business Development Officer to discuss options.
- Create and manage records in Microsoft Dynamics CRM and other systems as required.
- Send emails and follow up information to customers using IBA approved templates.
- Ensure all customer interactions comply with all relevant legislation and in accordance with training provided.
- Understand and strive to meet or exceed contact centre metrics while providing excellent consistent customer service.
- Develop and maintain constructive and appropriate working relationships with internal and external stakeholders.
- Adhere with all IBA policies and procedures.
- Other duties and special projects as required in line with skills and experience.

## Required Capabilities

These are essential unless otherwise indicated.

Displays Aboriginal and Torres Strait Islander cultural capability

- Awareness and understanding of Aboriginal and Torres Strait Islander societies and culture as well as the demonstrated ability to liaise, communicate and negotiate sensitively and effectively with Indigenous individuals.
- Awareness and understanding of Australian Indigenous issues particularly as they relate to small business.

Communication Skills

- Excellent verbal and written communication skills, active listening, and professional phone voice.

Customer Service Excellence

- Exceptional customer service, customer focused and adaptability to handle different personality types

Quality and Continuous Improvement

- A high level of attention to detail and quality orientation.
- Constantly looks for continuous improvement opportunities and ways to innovate and encourages others to do the same.
- Takes responsibilities for correcting problems promptly.
- Makes specific changes in work methods to improve outcomes, quality and timeliness of service.
- Monitors stakeholder satisfaction.

Planning and Organising

- Ability to multi-task, set priorities and manage time effectively.
- Identifies process, tasks and resources required to achieve goals.
- Identifies more and less critical activities and operates accordingly, reviewing and adjusting as required.
- pro-actively develops and implements systems and procedures to guide work and track progress; recognises barriers and finds effective ways to deal with them.

Problem Solving

- Proactively seeks all relevant information for problem solving.
- Investigates and probes for the facts.
- Liaises with stakeholders.
- Analyses issues from different perspectives.
- Identifies and proposes workable solutions to problems.

Computer Literate

- Proficiency with computers, especially with CRM software, and strong typing skills.
- Significant personal drive and integrity including
  - Professionalism and probity.
  - Engaging with risk and showing personal courage.

- Promoting and adopting a positive & balanced approach to work.
- Self-awareness and commitment to personal development.

Prerequisite requirements

- Knowledge of or experience working in a customer service contact centre environment is highly desired.
- Knowledge of or experience working in a business advisory or financial services organisation is highly desired.

Reference documentation: [www.iba.gov.au](http://www.iba.gov.au)

- About Us – Our Values
- About Us – Working at IBA
- About Us – News and Publications – Annual Reports

Further enquiries: Gordon Jeffrey, 08 9229 1408 or  
email: [Gordon.Jeffrey@iba.gov.au](mailto:Gordon.Jeffrey@iba.gov.au)

Applications: email to [ibarecruitment@iba.gov.au](mailto:ibarecruitment@iba.gov.au) or  
mail to: IBA Recruitment, PO Box 650, Fyshwick ACT 2609

- Application Coversheet
- Resume
- Maximum 800 words addressing the selection criteria

Please note that applications not accompanied by the Application Coversheet available from our website or sent directly to the enquiry officer will not be accepted.

Closing date: 10 February 2023