



# POSITION DESCRIPTION

**Position Title**                      **Customer Champion**

**Position Summary:**

The contributes to the achievement of Bluesky Cook Island’s business objectives by providing knowledgeable and efficient service aimed at achieving a high level of customer satisfaction and product/service growth. Provides leadership in the provision of high quality, responsive on-line and telephone based customer service to Bluesky’s customers.

**Department Summary:**

The Customer Services Team provide an integral service in our customer-facing role ensuring that we meet customer needs and exceed their expectations to maximise customer satisfaction. Our aim is to provide on-line, face-to-face and telephone support to all Bluesky’s customers. The team plays a critical role in providing first level support and ensuring that the needs of customers are responded to in a timely and appropriate manner. The team also contributes to the overall efficiency of Bluesky Cook Islands by regularly identifying and implementing improved business practises.

**Role Status:**

Full time

**Location:**

Rarotonga, Cook Islands

**Position reports to (role):**

Customer Champion Supervisor

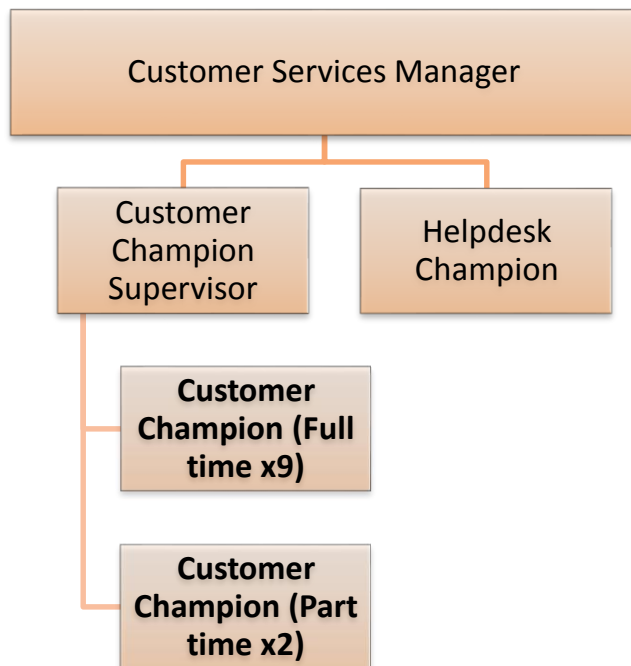
**Management Unit:**

Customer Services

**Date:**

May 2016

**Department Organisational Structure**





## Key Accountabilities and Results Areas

<p><b>Sales/business growth targets are achieved</b></p> <ul style="list-style-type: none"> <li>• Work within the team to optimise existing client relationships and increase the uptake of products and services.</li> <li>• Develop and encourage a shared vision for achieving the highest levels of phone-based customer service resulting in an overall growth in revenue.</li> <li>• The Customer Services centre becomes a centre of excellence as measured by customer feedback and agreed service standards having been achieved and exceeded.</li> <li>• The Customer Services Team meets all performance targets for call answering, call processing times, call completions and traffic service flows and customer services enquiries.</li> <li>• Ensuring that Call Center is manned or always occupied by an operator and calls are connected to the customer's request with accuracy at all times.</li> <li>• Keeps up to date with the range of Bluesky's products and services and looks for opportunities to promote these to customers.</li> <li>• Proactively identifies opportunities to provide customers with correct information, advice and suggestions in such a way as to influence them to use Bluesky's products and services.</li> <li>• Assists the Customer Services Manager and Customer Champion Supervisor to ensure product and service goals are met or exceeded through developing ideas and making recommendations.</li> <li>• Assists the Customer Services Manager and Customer Champion Supervisor to promote and support the implementation of new products and/or service offerings.</li> <li>• Assists to implement telephone sales campaigns.</li> <li>• Assists in the development and implementation of strategies to manage down Directory calls.</li> <li>• Identify opportunities for achieving cost savings and efficiencies in the Customer Services team.</li> <li>• Attend regular product/service updates and the appropriate training and development to ensure they maintain up to date product knowledge.</li> <li>• Participate in regular customer services training relevant to their specific role.</li> </ul>	
<p><b>Our customers receive excellent service</b></p> <ul style="list-style-type: none"> <li>• Is friendly, courteous and helpful when dealing with all customers (both internal and external).</li> <li>• Responds to customer queries and requests in a proactive manner.</li> <li>• If necessary refers the customer to another Bluesky person to solve their problems or to identify appropriate solutions.</li> <li>• Follows up on customer issues and complaints, using judgement to resolve customer concerns quickly and efficiently.</li> <li>• Monitors and updates unbilled calls to ensure these are checked regularly and does not cause delay to billing.</li> <li>• Communicate new product and service opportunities, special developments, information or feedback gathered through field activity to appropriate staff.</li> <li>• Develop and provide regular monthly customer service related reports eg: analysis of customer calls, customer complaints (type, resolution timeframes), customer complaints and other relevant feedback.</li> <li>• Is always well groomed and wears the Bluesky uniform with pride.</li> <li>• Ensures the Customer Services area is clean and tidy at all times.</li> </ul>	
<p><b>Contributes to projects done by the Retail Sales Team to improve the customer experience</b></p> <ul style="list-style-type: none"> <li>• Complaints data is regularly analysed resulting in recommendations for service improvements being made to relevant managers.</li> <li>• Develops co-operative working relationships with other members of the Bluesky team.</li> <li>• Willingly does other tasks that will help the Customer Services team run well.</li> <li>• Contributes to process improvements within the work area e.g. identifies methods to improve efficiency of service.</li> <li>• Develop and encourage a shared vision for achieving the highest levels of phone-based and face to face customer service in the Cook Islands.</li> </ul>	

## Key Stakeholder Relationships

<p><b>Internal Stakeholders:</b></p>	<ul style="list-style-type: none"> <li>• Country Manager</li> <li>• Manager Commercial &amp; team</li> <li>• Postal Service Manager &amp; team</li> <li>• Sales and Marketing Team</li> <li>• IS and IT teams</li> <li>• Network and PABX Managers &amp; team</li> <li>• Roaming staff</li> <li>• All Bluesky employees</li> </ul>
<p><b>External Stakeholders:</b></p>	<ul style="list-style-type: none"> <li>• Customers – both residential and business</li> </ul>

## Key Requirements and Competencies

<p><b>Qualifications/ Experience:</b></p>	<ul style="list-style-type: none"> <li>• Essential: Fluency in Cook Island Maori and English.</li> </ul>
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<b>Knowledge/ Skills:</b>	<ul style="list-style-type: none"> <li>• The ability to inspire customer services staff to provide a good customer experience that results in increased revenues</li> <li>• Knowledge of a some sales techniques</li> <li>• Excellent customer service skills and the ability to leverage customer relationships to achieve sales targets</li> <li>• An ability to work as part of a team, contributing to the achievement of shared goals</li> <li>• An ability to communicate clearly and concisely (both verbally and in writing) with colleagues and customers</li> <li>• A high degree of attention to detail and accuracy</li> <li>• Technically savvy i.e. has an interest in telecommunications products and services and is able to convey the benefits of various products and services to customers</li> </ul>
<b>Organisational Competencies:</b>	<ul style="list-style-type: none"> <li>• <b>Customer Service</b> – Treats all customers courteously; is responsive to customer requests and elicits feedback from them to monitor their satisfaction; considers both the short and long-term interests of the customer in making service decisions; proactively identifies customer needs and takes responsibility for resolving customer complaints in a timely manner.</li> <li>• <b>Learning Agility</b> - Demonstrates a personal learning orientation; seeks and constructively uses feedback to build on strengths and manage weaknesses; is curious and shares learning, and in doing so creates an expectation in others to seek and learn from experiences.</li> <li>• <b>Building Collaborative Relationships</b> - Exhibits an ability to cooperate and collaborate with colleagues across Bluesky to achieve shared goals; develops and maintains a range of internal and external networks to meet organisational objectives; looks for opportunities to support colleagues.</li> <li>• <b>Self Management</b> - Sets personal goals in line with business unit plans; takes responsibility for prioritising own work; looks for opportunities to improve performance; is passionate about achieving results.</li> </ul>
	<ul style="list-style-type: none"> <li>• <b>Continuous Improvement</b> – Looks for opportunities to apply continuous improvement practices / principles in their work area; responds to suggestions from others; applies new learning so as to improve individual and team performance.</li> </ul>

## Compliance

<b>Business Compliance:</b>	<p>Ensure a sound understanding and:</p> <ul style="list-style-type: none"> <li>• demonstrate commitment to and comply with all legislation and Bluesky policy relevant to the role and all activities undertaken in the role</li> <li>• ethical performance in an effort to maintain a high standard of conduct expected and deserved by our customers and to enable the Company to continue to offer its services and comply with our Bluesky Code of Ethics and Conduct.</li> </ul>
<b>Health and Safety:</b>	<ul style="list-style-type: none"> <li>• Undertake all work in a safe manner and follow all company and workplace health and safety procedures</li> <li>• Identify new hazards and advise manager or workplace Health and Safety representative/coordinator within 24 hours of identification</li> <li>• Accurately report incidents and accidents to manager or workplace Health and Safety representative/coordinator as soon as possible.</li> </ul>

## Vision, Values, Purpose & Our Way

<b>Our Vision</b>	<b>Our Purpose</b>	<b>Our Values</b>	<b>The Bluesky Way</b>
To be the most recognised and preferred company for connecting our Pacific communities around the world.	We apply technology and service excellence to advance and improve the lives of our customers	<ul style="list-style-type: none"> <li>• Customer first</li> <li>• Team work</li> <li>• Integrity</li> <li>• Passion</li> <li>• Positive attitude and smile!</li> </ul>	<p>We take ownership and always do our best for customers.</p> <p>We respect and support each other.</p>