

POSITION	Customer Care Team Leader	REPORTS TO	Customer Care Manager
PREPARED BY	Lorraine Hilton	APPROVED BY	
FLSA DESIGNATION		WORKER CATEGORY	
WORK LOCATION	Sydney Office	WORK SCHEDULE	
EFFECTIVE DATE		REVISION DATE	16/06/2023
POSITION DETAILS			
POSITION SUMMARY	<p>Based with CPI international's Customer Care Team to provide support to our customer organisation's and certified instructors.</p> <p>This position requires a good level of understanding of CPI Programs and internal process.</p> <p>Support the Customer Care Manager to lead the CPI International Customer Care Team</p>		
ESSENTIAL RESPONSIBILITIES	<p>Day to day tasks and responsibilities include but are not limited to:</p> <ul style="list-style-type: none"> • Leading, coaching and mentoring Customer Care Specialists • Monitor staff compliance with company policy and process • Supporting operational change within the team to ensure efficient and effective use of resources. • Resolving customer queries (telephone/email /online) • Respond to internal and external information requests / queries • Review and monitor recorded trainings on the CPI website • Collation of customer feedback (Qualtrics Surveys) • First line of response for customer complaints 		

	<ul style="list-style-type: none"> • Monitoring adherence to CPI and regulatory body standards • Maintenance of customer records (Microsoft Dynamics CE) • Monitoring, collating and reporting customer feedback • Support certification / accreditation requirements
DIRECT REPORTS	Customer Care Specialists
WORK ENVIRONMENT AND PHYSICAL DEMANDS	This position will be performed in an office setting in usual office working conditions and typically exposed to office noises and interruptions. While performing the duties of this position, the individual is regularly required to sit; use hands to grip, handle, and feel objects or controls; reach with hands and arms; and talk or hear. The individual is occasionally required to stand and walk. The individual may lift and/or move up to 10 pounds. Specific vision abilities required by this position include close vision, distance vision, depth perception, and ability to adjust focus.
QUALIFICATIONS	
MINIMUM EDUCATION REQUIREMENTS	Must be educated to at least A level Standard (or equivalent)
MINIMUM EXPERIENCE REQUIREMENTS	At least two years' experience of working in a busy office environment and supporting customers with query resolution Experience of Microsoft Office applications including but not limited to Word, Excel, Outlook, PowerPoint, SharePoint
PREFERRED QUALIFICATIONS	

**REQUIRED
KNOWLEDGE, SKILLS,
AND/OR ABILITIES**

Experience and/or hold a qualification in team leading, team management.
Excellent written and verbal communication skills
A sound understanding of Microsoft Office, (Word, Excel, Outlook, PowerPoint, SharePoint) and other IT software.
Detail oriented and a diligent approach to the completion of tasks
Solution focused
Excellent interpersonal skills
Experience in managing multiple tasks simultaneously
Ability to work to deadlines and to be able to prioritise tasks and requirements
Excellent time management
Working knowledge of computerised CRM system (preferably Microsoft Dynamics)

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by persons assigned to this position. They are not intended to be an exhaustive list of all associated duties, responsibilities, skills, efforts, working conditions, or physical demands. The organization reserves the right to change, amend, add, delete, and otherwise assign any and all duties, responsibilities, and job titles as it deems necessary to meet the needs of the business.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential position functions.