



## Position Description

### Team Leader – Contact Centre

Department: Marketing & Sales

Reports to: Manager, Contact Centre

Location: Alderley, Brisbane

#### POSITION PURPOSE:

Under the direction of the Head of Sales and Manager, Contact Centre, the Team Leader, Contact Centre coordinates effective Contact Centre operations, supporting the delivery of agreed marketing, communications and sales initiatives across the organisation’s programs and services.

The role coordinates the implementation of Contact Centre operational plans to achieve growth targets and agreed performance outcomes, as well as positive and effective relationships with our key business partners and all of our customers.

#### POSITION – KEY RESULT AREAS

The Team Leader, Contact Centre works under direction of the Manager, Contact Centre in delivering against each of the areas of accountability outlined below.

The Team Leader, Contact Centre is a member of the Sales team with shared responsibility for the effective operation of systems and processes that support the organisation’s programs and services, with a focus on quality and continuous improvement.

The Team Leader, Contact Centre works collaboratively across teams to implement agreed strategies, to ensure alignment of all cross functional responsibilities, and achievement of agreed business objectives and community outcomes.

ACCOUNTABILITY				
Has direct responsibility over	[1]		Recommends, advises, interprets	[2]
Shares responsibility with others	[3]		Provides information	[4]

#### Contact Centre Operations

Coordinates Contact Centre operations to meet organisational requirements, to support the achievement of agreed marketing, communications, engagement and sales campaign objectives, and to meet customer expectations. [1]

Contributes to the planning, implementation, evaluation and reporting on marketing, communications, engagement and sales initiatives involving the Contact Centre. [1]

#### Systems and Process Coordination and Improvement

Coordinates, implements and maintains effective systems and processes to support the phone based communications requirements of the organisation, with a focus on innovation and continuous improvement, and to meet the expectations of all customers and stakeholders. [1]



Coordinates and implements processes and tools to ensure that phone based communications are aligned with the brand, marketing and channel development strategies, individual campaign key messages and all operational support processes. [1]

**Reporting and Performance Insights**

Implements and coordinates high quality customer service processes and tools, so that all program and service initiatives and enquiries are managed in an efficient manner and that customers are connected with the relevant subject matter experts. [1]

Works with the Manager, Contact Centre to feedback and share insights relating to customer interaction and engagement and performance outcomes. [1]

Contributes to the development, evaluation and reporting on performance improvement processes to support Contact Centre operations. [1]

**Team Leadership**

Coordinates the day to day activities of Contact Centre Officers and evaluates and reports on their performance, using strategies that provide a positive and productive work environment and in line with the organisation’s people management policies and processes. [1]

Provides training and support for Contact Centre Officers through job mentoring and coaching, and coordinates, evaluates and reports on learning and development needs to support individual and Contact Centre performance. [1]

**General**

Leads and/or contributes to the review of workplace health and safety procedures, including investigation of incidents and the identification and management of hazards. [1]

Leads and/or contributes to the development and review of the Deaf Services quality management system. [1]

**DECISION MAKING**

**Decisions**

Coordination of Contact Centre operations.  
Team operational efficiency and effectiveness, including time management, work priorities and procedures.

**Recommendations**

Contact Centre operations development and performance improvement.  
Key customer and stakeholder engagement for consideration of community impact and outcome.

**PRIMARY RELATIONSHIPS**

**Internal**

Head of Sales  
Manager, Contact Centre

Sales and Marketing teams  
Contact Centre Officers

Head of Sales

**Purpose / Relationship**

Recommendation, reporting, advice and support  
Line management and development, recommendation reporting, advice and support  
Collaboration, advice and support  
Team leadership and coordination, development, training and support  
Recommendation, reporting, advice and support

**External**

Customers and community

**Purpose / Relationship**

Engagement, service and support



**Persons/functions that report to this position**  
Contact Centre Officer (allocated teams)

**Role / Relationship**  
Line Manager

**KNOWLEDGE AND SKILLS**

Requirement for skills / Knowledge in this position

[N] None	[L] Little need	[D] Desirable	[M] Moderate	[I] Important	[C] Critical
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**SELECTION CRITERIA**

**Essential**

- Experience and understanding of contemporary Contact Centre practices and technologies.
- Experience coordinating effective Contact Centre operations to support a range of programs, services and marketing and sales initiatives.
- Experience implementing and coordinating detailed business processes with a focus on accuracy, efficiency and continuous improvement.
- Demonstrated ability to work collaboratively across teams in planning, implementing and coordinating business operations, systems and processes.
- Experience coordinating and developing teams with sales and customer service responsibilities.
- Sound communication skills and an ability to collate and present information and recommendations.

**Desirable**

- Relevant qualifications in business, sales, customer service or a related discipline.
- An understanding of the community or not for profit sector.
- Auslan skills, or willingness to learn.

**Please sign below your agreement of the above position description**



.....  
Print Name

.....  
Signature

.....  
Date