

## POSITION DESCRIPTION –Customer Service Officer

<b>POSITION TITLE:</b>	<b>Customer Service Officer</b>
<b>DEPARTMENT:</b>	<b>Call Centre</b>
<b>LOCATION:</b>	<b>NSW</b>
<b>ISSUED:</b>	<b>January 2014</b>

<b>REPORTS TO:</b>	<b>Call Centre Team Leader</b>
<b>FUNCTIONAL RELATIONSHIPS WITH:</b>	<b>Receives Guidance From:</b> <ul style="list-style-type: none"> <li>• National Customer Care Team Leader</li> <li>• Distribution Centre Managers</li> </ul>
<b>DIRECT REPORTS INCLUDE:</b>	<b>Nil</b>
<b>SIGNIFICANT CONTACT WITH:</b>	<ul style="list-style-type: none"> <li>• Distribution Centre Managers/Supervisors</li> <li>• Accounts Receivable Officers (Credit Controllers)</li> <li>• Sales Staff</li> <li>• Service Staff</li> </ul>

### POSITION OVERVIEW

The primary role of the Call Centre Officer is to receive inbound telephone calls in relation to customer services (placing orders, product inquiries, quotes, return, and problem solving)  
 The role includes maintaining; completing and ensuring relevant documents are accurate and kept up to date in addition to supporting the Call Centre Telesales Team (outbound calls) when required in relation to specific sales /marketing activities.

### JOB SPECIFICATION

- Receive and handle inbound telephone calls from dental customers and/or HSH Team and/or POC Team calling to place orders, inquire about products, return merchandise, obtain quotes and assist with all customer satisfaction related inquiries, suggest related products (cross-selling) or upgrade products (up-selling) to the customer to purchase as well as recommending alternative clinical or other products to substitute when preferred product is unavailable.
- When required support with telesales (outbound calls) to customers in relation to specific sales/marketing promotional campaigns.
- Complete relevant documentation as required. maintain an accurate record keeping system (manually and electronically), prepare data, reports and documents , analyse information as required
- Maintain effective and efficient work processes and procedures complying with Sox and ISO requirements
- Remain aware and knowledgeable of promotional programs, competitive products, and merchandising-marketing practices.
- Attend product training sessions, and learn product details and key selling points of products and technologies.
- Forward promotional information and products, including material developed by Marketing and samples to customers by courier, mail or fax.
- Meeting deadlines and KPIs
- Any other duties and special projects as directed by management in keeping with the employees skills and experience

# POSITION DESCRIPTION

--

<b>PHYSICAL ACTIVITIES</b>
----------------------------

- |   |
|---|
| <ul style="list-style-type: none"> <li>• This position will be working in an office environment, utilizing typical office equipment. The majority of time will be spent on the telephone and computer.</li> </ul> |
|---|

<b>QUALIFICATIONS &amp; ATTRIBUTES</b>
--

<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Administrative and Sales experience essential</li> </ul>
<b>EDUCATION</b>	<ul style="list-style-type: none"> <li>• Administration/office/computer certified training.</li> </ul>
<b>SPECIALISED KNOWLEDGE AND SKILLS</b>	<ul style="list-style-type: none"> <li>• Strong customer service skills.</li> <li>• Basic product knowledge and knowledge of dental procedures.</li> <li>• Excellent communication and telephone manner.</li> <li>• High level of interpersonal relationship skills.</li> <li>• Intermediate level of computer literacy - MS Office - Word, Excel, email (essential) and Pronto ( highly desirable)</li> </ul>
<b>PERSONAL ATTRIBUTES</b>	<ul style="list-style-type: none"> <li>• Customer focused</li> <li>• Highly motivated with the ability to work without direct supervision</li> <li>• High attention to detail and accuracy</li> <li>• Accountable for work performed and sets a positive example to other members of the team</li> <li>• Clear Diction.</li> <li>• Adaptable</li> </ul>

<b>OTHER REQUIREMENTS OF THIS POSITION INCLUDE</b>
--

Travel – Potentially Some Domestic travel involved for annual meetings
--

<b>CODE OF CONDUCT &amp; ORGANISATIONAL VALUES</b>
--

<p>Henry Schein   Halas and its team Schein members are mutually responsible for the success of the business. The company promises to create an environment in which all TSM can realise their full potential. In return all TSM are expected to make contributions that positively impact our customers, our shareholders, our business and each other.</p> <p>This includes:</p> <ul style="list-style-type: none"> <li>• conduct to the highest degree of ethics and integrity</li> <li>• creative thinking and openness to new challenges</li> <li>• appreciating diversity in the workplace and treating everyone with courtesy and respect</li> <li>• effective communication, which is open and honest</li> <li>• modelling best practice and leadership</li> </ul> <p>Company values and standards are detailed in the “Values of Team Schein “and Worldwide Business Standards Booklet.</p>
--