

POSITION DESCRIPTION



Name:

Job title: Customer Service Agent – Front Office

Date: June 2019

Department: Operations

Reports to: Customer Service and Support Manager

Basic purpose:

The Customer Service Agent – Front Office will provide first tier support for all print and digital products published, supported and supplied by Cengage, ensuring a customer-focused single point of contact for end users seeking support for all print and digital products for Primary, Secondary and Higher Education.

Principal accountabilities:

Key Outcome and Area	% of Total Job	Objectives and Tasks	Core Competencies	Standards
Single point of contact for customer support	60%	<ul style="list-style-type: none"> • Troubleshoot and resolve incomings calls, emails and website inquiries related to all Cengage products (print and digital) while following company policies. • Identify, triage and escalate priority issues. • Navigate through various software programs (e.g.AS400, ZenDesk) / company website / windows while conversing with customers to resolve outstanding issues and ensure customers are satisfied with the outcome. • Troubleshoot and resolve customer-reported issues related to the system requirements of Cengage's digital solutions including but not limited to operating systems, browsers, plug-ins, internet connectivity, etc. • Fully and accurately document customer interactions using ZenDesk. • Complete and resolve 20% of all ZenDesk tickets weekly. 	<ul style="list-style-type: none"> • Ability to walk customers through various company websites and provide light technical troubleshooting • Ability to assist customers in technical issues and concerns • Working knowledge of major browsers • Willingness to embrace new technologies and embrace change • Ability to convey empathy when interacting with customers • Comfortable with dealing with ambiguous situations 	<ul style="list-style-type: none"> • Adherence to policies and procedures • Customer feedback putting learning first • Issues resolutions • Number of ZenDesk tickets processed weekly • Work effectively within a team environment to accomplish department goals and objectives respecting diverse thoughts and backgrounds • Demonstrate a pleasant and professional demeanour at all times • Team morale • Minimise calls to technology team

		<ul style="list-style-type: none"> • Keep customers updated on progress towards resolutions providing clear and accurate directions via ZenDesk and JIRA. • Responsible for providing an optimum level of customer support and service to the internal and external customers of Cengage. • Personally own, act and solve problems and complaints. • Speak clearly and listen intently to facts when communicating with external customers. • Support and assist the Customer Service and Support Manager and all Customer Service team members. • Actively participate in organised meetings. • Constantly listen for feedback in all interactions with customers both internal and external and provide feedback to Customer Service and Support Manager and Front Office Team Leader. • Any other duties as directed. 	<ul style="list-style-type: none"> • Ability to use analytical thinking to effectively troubleshoot computer-related problems • Excellent written and verbal communication skills • Excellent time management skills and attention to detail • Ability to anticipate internal and external customer's needs, listen, understand customers and handle enquiries and solve problems • Excellent telephone manner • Interpersonal skills with the ability to build relationships and a willingness to help others 	<ul style="list-style-type: none"> • Ability to work well with all team members demonstrating mutual respect to all • Demonstrate a commitment to delivering quality results • Meet team productivity averages in all areas • Embraces Cengage ethos and credo • A positive attitude to problem-solving questioning the status quo and willingness to take risks • Friendly, transparent, and proactive communication • Ability to build rapport
Operational procedures	20%	<ul style="list-style-type: none"> • Answering customer telephone and written enquiries and actioning customer requests on a daily basis for - price and availability, dispatch information, proof of delivery, back order printouts, copy invoices, incorrect picks, incorrect invoicing. • Processing all orders accurately and within our agreed KPIs. • Report problems to management and provide appropriate solutions. 	<ul style="list-style-type: none"> • An understanding of business practices and knowledge of publishing industry • Ability to prioritise tasks • Organised and task-orientated • A willingness to learn and embrace new technologies is essential • Understand colleagues' roles to meet their needs and achieve desired outcomes 	<ul style="list-style-type: none"> • Customer-first focus • Accurate inputting of information • Conscientiousness, persistence and reliability in record maintenance and communication • Setting the bar higher to achieve the best possible outcome • Sharing ideas and learning in a team environment, challenging ourselves and others

Product knowledge in all divisions	10%	<ul style="list-style-type: none"> • Maintain a high level of product knowledge for all Cengage digital and print products to understand customers' needs. • Develop an understanding of all Operations supported digital platforms and websites. • Acquire and continually maintain the technical and product knowledge necessary to perform the job effectively. • Utilise all available resources, website, catalogues, FAQs be familiar and understand seasonal marketing promotions for products to assist all divisions. 	<ul style="list-style-type: none"> • Product and market knowledge • Ability to convey empathy when interacting with customers • Networking and platform experience • Problem-solving abilities with keen attention to detail and follow through • Ability to actively listen and anticipate customers' needs • Self-motivated and willingness to contribute to the team environment 	<ul style="list-style-type: none"> • Customer-first focus • Product knowledge • Customer feedback • Self-initiated training and development of knowledge • Issues resolutions
Continuous Improvement	5%	<ul style="list-style-type: none"> • Actively seek to improve processes, procedures, systems and service at all times. • Support Continual Improvement processes throughout the entire project including supporting Project Managers with the audit process when required. • Seek opportunities to enhance documentation, processes and supported systems to improve processes and procedures. • Keep abreast with the continual change in technology developments and share knowledge with manager and team. • Actively seek opportunities to extend and enhance personal knowledge and skills in order to better support customers and colleagues. 	<ul style="list-style-type: none"> • Problem-solving abilities with keen attention to detail and follow through • A willingness to support and help others • Ability to use initiative and take responsibility 	<ul style="list-style-type: none"> • Continuous improvement and improved efficiency • Self-initiated training and development of knowledge • Demonstrated initiative for issue resolution and new ideas to add value to users • Participation and contribution of processes improvement projects • A positive attitude to problem-solving questioning the status quo and willingness to take risks
Workplace Health and Safety	5%	<ul style="list-style-type: none"> • Be aware of duty of care and act in a safe manner. • Ensure all company WH&S policies and procedures are adhered to. • Be familiar with property security, first aid and fire emergency procedures. 	<ul style="list-style-type: none"> • Ability to follow policies and procedures • Ability to use initiative and take responsibility • WH & S aware • Analytical and problem-solving abilities 	<ul style="list-style-type: none"> • Adherence to WH&S policies and procedures • Increased WH&S awareness • A positive attitude to WH&S • Reduction of number of WH&S incidents

		<ul style="list-style-type: none"> • Report any hazardous situations, incidents or accidents and take immediate action if applicable to reduce risk of injury. • Participate in WH&S investigations when required. 		
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Direct reports: None

Main contacts:

Internal: Operations Manager, all Operations departments, team leaders and supervisors, warehouse and the sales and marketing teams

External: All customers which includes booksellers, teachers, lecturers, students, authors, direct public, internal staff members

Education / Qualifications / Experience:

Proven experience in Customer Service or call centre environment
 Experience with mainframe software (AS400 preferred)
 Experience with office based PC software, MS office suite and platforms
 Basic understanding of publishing industry
 Police check

Our Ethos:

- Put Learning First: We accelerate new ways of lifelong learning for everyone, including ourselves, with a relentless focus on our customers
- Embrace the Unknown: We question the status quo and take calculated risks to transform how the world learns. We are resilient and audacious
- Set the Bar Higher: We challenge others, and we challenge ourselves even more. We are always improving and never satisfied. We are unstoppable
- Do More Together: We are powered by people with diverse thoughts and backgrounds. We collaborate to create a whole that is stronger than the individual parts.
- Be Candid: We take ownership of everything we do and treat each other with mutual respect. We are transparent because we see problems as opportunities to improve.