



**ENGINEERS
AUSTRALIA**

POSITION DESCRIPTION

- 1. POSITION TITLE:** **Customer Engagement Officer**
- 2. JOB CLASSIFICATION:** **2**
- 3. WORK UNIT:** **Communication and Member Services**
- 4. RESPONSIBLE TO:** **Team Leader, Customer Engagement**
- 5. LOCATION:** **Canberra, Victoria, Queensland, South Australia**
- 6. PURPOSE:**

As part of the Member Services Team (MST) the Customer Engagement Officer (EO) is a key role in the delivery of high quality customer engagement activities through all communication channels.

As part of the Member Service team, the EO role provides a proactive level of service through outbound engagement between Engineers Australia National Office, our members, potential members, other organisations and the public. Customer Engagement team members provide information and assistance on a wide range of topics and facilitate contact with other areas of Engineers Australia.

The EO will also be accountable for assisting in all activities pertaining to the MST including campaigns, communications, reporting and Member Service associated projects

The Member Services Officer fosters a member service focus within the Member Services Team & promotes a member service ethos to other teams & Divisions in Engineers Australia.

7. DUTIES

Core duties and responsibilities include:

- Be "Customer Ready" (i.e. logged and prepared to deliver a positive customer experience) at all times and all visitors should be welcomed and greeted appropriately.
- Provide an exceptional customer experience in line with MST service KPI's
- Enhance customer engagement through delivery of outbound campaign activities including but not limited to; follow up of new member leads, follow up of incomplete applications, data cleansing activities, member upgrade activities, welcome /on-boarding calls, renewals and retention activities.
- Accountable for achieving member growth, member retention and campaign targets/ KPI's.
- Use active listening skills and appropriate questioning to ascertain customer needs and identify opportunities to deliver value add services. Division based staff should be aware of upcoming division activities that might be of interest to the member.
- Follow appropriate Member Service Standard Operating Procedures for consistency in delivering a positive customer experience.
- Where required, follow-up all customer enquiries to ensure customer satisfaction and first call resolution.
- Provide feedback to Team Leader Customer Engagement regarding customer intel
- Handles customer complaints in a professional manner according to EA's complaints escalation processes.
- Work collaboratively with both MST and the broader EA team including the local Division.
- Contribute to the continuation of quality process improvements.
- Contribute to and promote the development of the profession through active participation in the community.
- Other duties as required.

Supporting duties

- Be the first point of contact between Engineers Australia National Office and Engineers Australia's members, potential members, other organisations and the public.
- Responding to customer enquiries through all inbound channels in line with EA's Customer Service Standards. This includes handling front of house walk in enquiries.
- Establish a sound working relationship with the Division GM and other key stakeholders to ensure the MST team delivers a national approach at a local level.

8. WORK HEALTH & SAFETY (WHS) OBLIGATIONS

As a worker for Engineers Australia, you must:

- Take reasonable care for your own health and safety in the workplace
- Take reasonable care that your acts or omissions do not adversely affect the health and safety of others in the workplace
- Cooperate with your employer about matters of health and safety
- Comply with any reasonable instruction and cooperate with Engineers Australia's WHS policies and procedures
- Familiarise the broad meaning of 'workplace' in health and safety legislation and Engineers Australia WHS policies and procedures.

9. COMMUNICATION AND RELATIONSHIPS

- The position reports to the Team Leader – Member Service, the National Manager – Member Service and other Member Service team members.
- Fosters positive relationships with Engineers Australia staff including but not limited to Divisional staff.
- The position will liaise with members, potential members, other organisations and the general public.

10. EXPECTED BEHAVIOURS

Stakeholder Focus	<ul style="list-style-type: none"> • Provides timely advice and solutions that reflect an understanding of internal and external stakeholder needs. • Actively supports team members to satisfy internal and external stakeholders.
Change Agent	<ul style="list-style-type: none"> • Constructively challenges issues. Offers alternative solutions that contribute new and better ways of operating. • Assesses impact of change and encourages cooperation in coping with change.
Effective Collaborator	<ul style="list-style-type: none"> • Demonstrates actively listening skills to ensure accurate understanding of stakeholder needs. • Responsive to and tailors communication to ensure it is appropriate for target audience.
Delivers Excellence	<ul style="list-style-type: none"> • Is accountable for tasks assigned. Is able to manage multiple priorities, timeframes. • Draws on the information from a number of sources, uses

	experience and judgement to analyse what information is important.
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11. SELECTION CRITERIA

Mandatory

- A bright and positive attitude
- Excellent verbal communication skills, good written skills
- Data entry and office administration skills
- Ability to stay calm under pressure
- Willingness to support other team members

Highly Desirable

- Familiarity with financial transactions
- Experience with CRM systems
- Contact Centre experience

12. KEY PERFORMANCE INDICATORS

Key Accountabilities	Performance Measures
1. Service	Member Satisfaction survey, Net promoter score
Be "Customer Ready" (i.e. logged and prepared to deliver a positive customer experience) for Division based staff with a front of house location, all visitors should be welcomed and greeted appropriately – 2 metre rule	
Be the first point of contact between Engineers Australia National Office our members, potential members, other organisations and the public	
Use active listening skills and appropriate questioning to ascertain customer needs and identify opportunities to deliver value add services. Division based staff should be aware of upcoming division activities that might be of interest to the member	MST scorecards
Follow appropriate Member Service SOP for consistency in delivering a positive customer experience	MST scorecards
Where required follow up all customer enquiries to ensure customer satisfaction and first call resolution.	Case mgmt. dashboards, member surveys
Responding to customer enquiries through all inbound channels in line with EA's customer service standards, this includes handling front of house walk in enquires for MSO's that have a front reception division based location	Customer Service KPI's
Enhance customer engagement through delivery of outbound campaign activities	Campaign based KPI's
Handles customer complaints in a professional manner according to EA's complaints escalation processes	
2. Team	
Bringing a positive can do attitude to work each day	See leadership behaviours document

Work collaboratively with both MST and broader EA team including the local Division where applicable, establish a sound working relationship with the Division GM and other key stakeholders to ensure we have a national approach delivered at a local level.	
Be flexible and have the ability to prioritise workload and assist with Division based activities where required. eg AEW, AEEA	
Provide support, respect , patience and tolerance to your fellow colleagues	
Actively contribute to a positive team culture through the sharing of knowledge, challenges and successes. Be the 'Member Service Champion' for MSO's based in Divisions	
3. Commercial	Member Delivery KPI's
Accountable for achieving Member Growth targets	
Accountable for achieving Member Retention targets	
Accountable for achieving Campaign targets	
4. Professionalism	
Display initiative towards continuous quality process improvements	
Actively seeks out opportunities for personal and professional development, this includes the potential to collaborate on Division based activities, these opportunities should be discussed with MS Team Leader	
Provides timely feedback when requested and challenges with positive intent	
Regularly seeks and accepts constructive feedback	
Takes responsibility and is accountable for all aspects of their role	

Be an advocate for Engineers Australia through all interactions with customer, this includes adhering to dress codes for all MSO's (business attire Mon-Thursday, smart casual Friday)	
Uphold core values of honesty, courtesy, integrity and respect when dealing with internal and external stakeholders	