

MY ROLE

Position Title:	Senior Customer Service Officer
Worksite:	Melbourne
Department:	Terminal Services
Role reports to:	Terminal Services Supervisor - Melbourne
Reports to role:	Customer Service Officers
Authorised by:	General Manager Port Operations
Date Prepared:	June 2009
Date Revised:	June 2018
Occupant:	
Salary:	Group C, Grade 2, Level A
Status:	Permanent Part time 52.5hrs (Group C, Grade 2, Level A) Including rostered weekends Meal Break – 60 minutes per day/ unpaid

General Position Overview

The role of the Senior Customer Service Officer (SCSO) is to provide supervision and leadership to Customer Service Officers and assist Terminal Services Supervisor in overseeing the Terminal Services operation to ensure the following company objectives are achieved:

- The provision of high quality customer service
- Ensuring effective and efficient operations
- Punctual sailings

Role Environment

The role is based at the TT-Line Company Pty Ltd operations in Melbourne, Victoria. The role reports directly to the Terminal Services Supervisor - Melbourne. The key stakeholder interaction will be with internal and external customers:

- To ensure any contact the Terminal Service' Department has with all internal and external customers, (verbal and written), is accurate and of the highest professional manner
- Deliver accurate information to Spirit of Tasmania with respect to the delivery of voyage material and records
- Ensure effective implementation of company policies and procedures
- Demonstrate a positive work ethic and commitment to the Company and specifically to the Terminal Services Department

Key Responsibilities

In addition to those outlined under "Role Environment", the SCSO will be responsible for:

- Showing initiative, leadership and promote a team approach to work within the Terminal Services Department
- Regularly communicating with staff and peers ensuring their understanding of company objectives aspirations and other information
- Involvement in group participation and discussion, adopting and implementing improved work procedures
- Training Audits
- Attending to all client requirements and difficult situations, which may arise at the point of sale or phone contact.
- Work assigned to your area of responsibility completed in a timely manner
- Demonstrate a positive work ethic and commitment to the Company and specifically to the Terminal Services Department.
- Alerting Management in a timely manner to staff issues that require attention beyond your role.

Key Accountabilities

The SCSO will be directly accountable for:

- Ensuring the Terminal Service's Department is working as a cohesive and dynamic team, towards achieving a common goal of effective and efficient operations and punctual sailings
- Contributing to the management of Customer Service Officers including the recommendation of better work practises
- Ensuring Terminal Services produces timely provision of accurate information ensuring effective and efficient operations resulting in on time departures
- Provision of high quality customer service resulting in satisfied passengers and clients, in accordance with the Terminal Services Procedures Manual
- Contributing to Spirit of Tasmania through taking initiative to perform corporate duties
- Ensuring Terminal Services Department is free of harassment and discrimination

Qualifications

- Package knowledge
 - MS Office (Intermediate) - Essential
 - CarRes (In-house reservation system)

Experience

- High level customer service
- Supervision of staff
- Tourism and Hospitality Industry experience
- Intermediate knowledge of using an in-house computer package
- Cash handling/EFTPOS
- Experience in Freight Industry (desirable but not essential)

Competencies:

- Ability to provide leadership and direction to those staff operating within your area in a fair and unbiased manner
- Makes a positive contribution to others in terms of ideas and morale
- Shows good judgement in prioritising own work

- Produces an appropriate volume of output per time period without compromising quality
- Enthusiasm in learning
- Effective listening and observation

Attributes:

- Time management and organisational skills
- Ability to source accurate and correct information to assist in problem solving
- Excellent written and oral communication skills
- A close attention to detail and presentation
- Supports high corporate reputation by appearance and action

Common Standards

As an employee of TT-Line Company Pty Ltd, you are required to meet a number of common standards of behaviour, accountabilities and outcomes, which include but are not limited to:

- Reinforce correct safety behaviours, report all hazards and incidences
- Comply with all safe work practices
- Take responsibility for your own safety and that of others
- Maintain a comprehensive knowledge and comply with company policies
- Ensure that you do not harass, victimise, discriminate against, vilify or bully any other employee or anyone else that you interact with in the course of your employment
- Manage your own performance to ensure that you meet the ongoing requirements of your role
- Manage the performance of any employees who report to you in a positive, constructive and proactive manner
- Ensure that your personal behaviour is consistent with company values and the company code of conduct at all times

This position description provides a general guide as to the accountabilities of this role. It should not be taken as a definitive list of duties that may be reasonably expected of the incumbent and may vary from time to time.