**Position Family: Customer Support/Service**

*Management*

Head of Customer Support [EXE.CS010.7](#bookmark143)

Customer Support/Service Operations Manager [EXS.85206.6](#bookmark144)

State/Region Customer Support/Service Manager [RCS.85501.6](#bookmark145)

Customer Support/Service Manager [RCS.85501.5](#bookmark146)

*Complaints & Dispute Resolution*

Complaints & Dispute Resolution Team Leader [LGL.25003.4](#bookmark147)

Complaints & Dispute Resolution Officer [LGL.25003.3](#bookmark148)

*Contact Centre Customer Service*

Customer Service Team Leader [CSP.35307.3](#bookmark149)

Senior Customer Service Representative [CSP.35005.3](#bookmark150)

Customer Service Representative [CSP.35005.2](#bookmark151)

*Contact Centre Operations*

Contact Centre General Manager [CSP.35016.6](#bookmark152)

Contact Centre Operations Manager [CSP.35002.5](#bookmark153)

Contact Centre Manager [CSP.35001.5](#bookmark154)

Assistant Contact Centre Manager [CSP.35016.4](#bookmark155)

Queue Manager [CSP.35216.4](#bookmark156)

Call Quality Assurance Analyst [CSP.35300.3](#bookmark157)

Contact Dispatch Officer [CSP.35025.2](#bookmark158)

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*Customer Training*

Customer Education Manager [RCS.85508.5](#bookmark160)

Senior Customer Training Officer [RCS.85508.4](#bookmark161)

Customer Training Officer [RCS.85508.3](#bookmark162)

*Service Account Management*

Senior Account Manager - Customer Service [RCS.85503.5](#bookmark163)

Account Manager - Customer Service [RCS.85503.4](#bookmark164)

*Resource Management*

Resource Manager [RSP.91000.5](#bookmark165)

Resource Consultant [RSP.91000.3](#bookmark166)

Resource Coordinator [RSP.91000.2](#bookmark167)

# Position title: Head of Customer Support

**Aon Position code: EXE.CS010.7**

**Level: 7**

**Responsible for**

Controlling customer support activities nationally, to achieve customer service and budget objectives.

# Report to

Chief Executive/Managing Director.

# Supervises

Support Managers, Account Managers and Product/Customer Support Specialists.

# Main activities

* Establishing national plans and strategies for developing cost effective client support.
* Coordinating post sales support on a national basis.
* Organising and monitoring the performance of support operations and project installation services on a national basis.
* Establishing and controlling stocks of parts and service equipment.
* Preparing and updating national customer service budgets, and regularly reporting on performance against targets.
* Preparing support budgets and projections.
* Recruiting and training product specialists.
* Liaising with manufacturing/R&D in design support, product improvements and design changes.
* Ensuring profitability of service and controlling costs.

# Key skills

* A strong technical background and detailed product knowledge combined with good organisational abilities. Top level skills in customer liaison and handling of product application.

# Internal contacts

State or regional sales and marketing management, operations and logistics managers, manufacturing/R&D.

# External contacts

Customers at all levels, prospects, distributors, parts suppliers, and sub-contractors.

# Typical experience

A least 12 years of experience in customer service and extensive technical training and product servicing experience.

# Other comments

**Position title: Customer Support/Service Operations Manager Aon Position code: EXS.85206.6**

**Level: 6**

**Responsible for**

Controlling corporate customer service for a range of products and services.

# Report to

Corporate Customer Service/Support Manager.

# Supervises

A team of Branch or State Customer Support Managers and State Repair Centre staff.

# Main activities

* Coordinating pre- and post-sales field support on a national basis.
* Organising and monitoring the performance of Service Centres and Customer State Repair Centres on a national basis.
* Establishing and controlling stocks of parts and service equipment.
* Formulating national service policy.
* Ensuring the security of stock and assets.
* Preparing and updating national customer service budgets, regularly reporting on performance against targets.
* Monitoring the operation of warranty plans and the level of customer complaints.

# Key skills

* Strong technical background and well developed skills in the organisation and control of field service and customer support.
* Good product knowledge and an appreciation of sales and marketing strategies, profit centre management, negotiation and industrial relations.

# Internal contacts

Corporate Sales and Marketing management, Operations and Logistics Managers, Systems and Software Development staff.

# External contacts

Major customers and prospects, Distributors and Sub-contractors.

# Typical experience

At least 7 years in Customer Service and extensive technical training and product servicing experience.

# Other comments

The role combines a depth of product servicing knowledge with organisational and customer relations abilities.

# Position title: State/Region Customer Support/Service Manager Aon Position code: RCS.85501.6

**Level: 6**

**Responsible for**

Controlling customer service/support activities in a large state or multi-state region. Achieving customer satisfaction and financial objectives.

# Report to

Corporate Customer Service/Support Manager. In larger organisations the service business may be organised as a separate company with this position reporting to a subsidiary General Manager.

# Supervises

Branch Customer Service/Support Managers.

# Main activities

* Delivering customer service, including both field and onsite services.
* Achieving contractual obligations to customers (service level agreements) and financial objectives.
* Achieving coordination of day-to-day operations through subordinate managers.
* Planning resource requirements within the state/region (recruitment, technical training).
* Providing service business inputs to large tenders.

# Key skills

* Generally incumbents must have strong technical backgrounds, however business management skills are equally important.
* Developed skills in planning and organising large service delivery, financial analysis skills and ability to influence customers at the highest level.

# Internal contacts

Branch Customer Service/Support Managers, State or Regional Sales and Marketing management, Operations and Logistics Managers, Systems and Software Development staff.

# External contacts

Customers at senior management level, prospects, distributors, parts suppliers, and sub-contractors.

# Typical experience

At least 15 years experience in customer service management.

# Other comments

Teams within the management control of this position may support systems ranging from PCs to mainframes. The service business may be either proprietary products or multi-vendor or both. Support/Service will be provided for software, hardware and networks.

# Position title: Customer Support/Service Manager Aon Position code: RCS.85501.5

**Level: 5**

**Responsible for**

Controlling Customer Service/Support activities in a branch or state. Achieving customer satisfaction and financial objectives.

# Report to

Corporate Customer Service/Support Manager, Regional Customer Service/Support Manager or State Manager, depending on company structure. Service business may be organised as a separate company with this position reporting to a subsidiary General Manager.

# Supervises

First Level Customer Service/Support Manager's) and all Customer Service staff across the complete product range.

# Main activities

* Delivering Customer Service, including both field and on-site services.
* Achieving contractual obligations to customers (service level agreements) and financial objectives.
* Coordinating day to day operations (possibly) through subordinate managers.
* Planning resource requirements within the state/region (recruitment, technical training).
* Providing service business inputs to large tenders.

# Key skills

* Generally incumbents will have strong technical backgrounds, however business management skills are equally important.
* Developed skills in planning and organising large service delivery, financial analysis skills and the ability to influence customers at the highest levels.

# Internal contacts

Branch Customer Service/Support Managers, State or Regional Sales and Marketing Management, Operations and Logistics Managers, Systems and Software Development.

# External contacts

Customers at senior management level, prospects, Distributors, Parts Suppliers, and Sub-contractors.

# Typical experience

At least 10 - 15 years of experience in customer service management.

# Other comments

Teams within the management control of this position may support systems ranging from PCs to mainframes. The service business may be either proprietary products or multi-vendor or both. Support/Service will be provided for software, hardware & networks.

# Position title: Complaints & Dispute Resolution Team Leader Aon Position code: LGL.25003.4

**Level: 4**

**Responsible for**

Managing the complaints and disputes process across the organisation through the effective management of the Team.

# Report to

Compliance Manager; General Manager.

# Supervises

Complaints & Disputes Resolution Officers.

# Main activities

* Drafting recommendations on improvements to minimise recurrence of similar Disputes in the future.
* Preparing monthly statistics on Complaints and Disputes information.
* Managing the work flow of the Complaints and Disputes Resolution Officers to ensure the timely and accurate response to all internal complaints.
* Managing the timely and accurate response to all external disputes from regulatory bodies.
* Keeping accurate and comprehensive statistics and records relating to all complaints and disputes.
* Preparing the necessary reporting requirements for regulatory bodies.
* Identifying and implementing ‘best practice’ and process improvements to reduce expenses and manage complaints effectively and efficiently.
* Ensuring all the organisation's employees understand the Dispute Resolution process, including the production and provision of appropriate materials.
* Ensuring the team complies with the organisation's obligations under the law and industry-specific Codes of Practice/Conduct.

# Key skills

* Working knowledge of Australian Standard on Complaints Handling (specifically AS4903), risk management processes and analysis of systems and processes.
* Excellent knowledge of breach management and escalation processes, complaints handling and monitoring and reporting process.
* Strong interpersonal, communication and negotiation skills with excellent report writing skills.
* Strong time management skills.

# Internal contacts

Compliance; Legal; Claims.

# External contacts

Regulatory bodies; Clients.

# Typical experience

5+ years experience in a professional, corporate or commercial Dispute Resolution role, coupled with relevant qualifications.

# Other comments

**Position title: Complaints & Dispute Resolution Officer Aon Position code: LGL.25003.3**

**Level: 3**

**Responsible for**

Receiving, assessing, investigating and responding to all Complaints and Disputes referred.

# Report to

Dispute Resolution Team Leader.

# Supervises

No supervisory responsibilities.

# Main activities

* Undertaking timely and accurate response to all internal Complaints and external Disputes from relevant regulatory bodies.
* Providing recommendations in relation to unresolved complaints for the organisation.
* Acting as the referral point for the organisation's customer inquiries and for management and staff of the organisation in relation to any industry-specific Codes of Practice/Conduct.
* Maintaining and monitoring the organisation's Complaint Management System.
* Proactively identifying systematic causes of customer dissatisfaction and contributing to the development of solutions.
* Providing regular reporting to the team leader regarding matters and service issues related to external regulatory bodies.
* Ensuring that organisational obligations under the law and industry-specific Codes of Practice/Conduct are adhered to when processing Disputes.
* Keeping accurate and comprehensive statistics and records relating to all Complaints and Disputes.

# Key skills

* Working knowledge of Australian Standard on Complaints Handling (specifically AS4903), risk management processes and analysis of systems and processes.
* Strong interpersonal, communication and negotiation skills.
* Strong time management skills.

# Internal contacts

Compliance; Legal; Claims.

# External contacts

Regulatory bodies; Clients.

# Typical experience

3+ years experience in a professional, corporate or commercial Dispute Resolution role, coupled with relevant qualifications.

# Other comments

**Position title: Customer Service Team Leader Aon Position code: CSP.35307.3**

**Level: 3**

**Responsible for**

Assisting in developing, leading and supporting branch staff to achieve maximum sales through effective implementation of management strategies.

# Report to

State/Region Manager and Branch Manager.

# Supervises

Customer Service Officers.

# Main activities

* Developing and leading staff through the consistent application of performance and sales management strategies.
* Supporting the achievement of branch revenue and delivery of appropriate customer service levels by effective management of a team.
* Working with other stakeholders to maximise sales opportunities, minimise expenses and achieve operations and service targets.
* Implementing plans, developed with management, to lift performance to necessary levels and take action to address unsatisfactory performance.
* Assisting in managing the operations of a branch through completion of reports and management of staff rosters.
* Training, coaching and mentoring sales and service consultants to achieve sales, revenue and customer targets.
* Monitoring team performance and identifying reasons for variances to target.
* Identifying opportunities for new business growth and opportunities for increased customer retention.

# Key skills

* Strong communication and interpersonal skills.
* Basic computer skills.
* Negotiation and staff development skills.
* Strong sales performance and customer service skills.
* Understanding of products, underwriting, systems and processes.

# Internal contacts

Branch manager, regional area managers, other team leaders.

# External contacts

Customers, Chambers of Commerce, community partners

# Typical experience

Completion of secondary education coupled with minimum of 2 - 3 years experience in Branch Sales / Service Consulting. May also posses tertiary qualifications in business or related discipline.

# Other comments

**Position title: Senior Customer Service Representative Aon Position code: CSP.35005.3**

**Level: 3**

**Responsible for**

Consulting customers regarding support of various products, conducting product demonstrations, maintaining general after- sales support and identifying and passing on sales leads.

# Report to

Customer Support Manager/Sales Manager.

# Supervises

No supervisory responsibilities.

# Main activities

* Providing clients with product knowledge to ensure optimum utilisation of the organisation's products, and suggesting the use of additional products offered by the organisation where applicable.
* Conducting product training for clients and staff.
* Responding to customer enquiries.
* Assisting customers with the initial usage of products and ongoing problem resolution.
* Investigating, resolving or escalating all client complaints in a timely fashion.
* Recommending the purchase of products offered by the organisation where applicable or identifying sales opportunities for follow up by Sales Representatives.

# Key skills

* Strong Customer Service orientation and an understanding of the sales environment.
* Excellent presentation and communication skills.
* Product demonstration skills, coupled with training and public speaking ability.
* Knowledge of organisation's products.
* Ability to identify sales leads and on-sell.

# Internal contacts

Customer Service Staff, Sales Staff, Finance & Administration Staff, Technical Support Staff.

# External contacts

Customers, Product Vendors.

# Typical experience

5+ years of experience in the relevant industry.

# Other comments

**Position title: Customer Service Representative Aon Position code: CSP.35005.2**

**Level: 2**

**Responsible for**

Consulting customers regarding support of various products, conducting product demonstrations and maintaining general after-sales support.

# Report to

Customer Support Manager/Sales Manager.

# Supervises

No supervisory responsibilities.

# Main activities

* Providing clients with product knowledge to ensure optimum utilisation of the organisation's products.
* Conducting product training for clients and staff.
* Responding to customer enquiries.
* Assisting customers with initial usage of products and ongoing problem resolution.
* Investigating, resolving or escalating all client complaints in a timely fashion.
* Identifying sales opportunities for follow up by Sales Representatives.

# Key skills

* Strong Customer Service orientation.
* Excellent presentation and communication skills.
* Product demonstration skills, coupled with training and public speaking ability.
* Knowledge of organisation/industry products.
* Ability to identify sales leads.

# Internal contacts

Customer Service Staff, Sales Staff, Finance & Administration Staff, Technical Support Staff.

# External contacts

Customers, Product Vendors.

# Typical experience

At least 2 years of experience in the relevant industry.

# Other comments

**Position title: Contact Centre General Manager Aon Position code: CSP.35016.6**

**Level: 6**

**Responsible for**

Leading inbound and outbound contact centre functions to deliver sales and service propositions which align with business and channel strategies, achieving customer satisfaction and financial objectives.

# Report to

Customer Operations Director.

# Supervises

Contact Centre Managers.

# Main activities

* Delivering customer service, achieving coordination of day to day operations through subordinate managers.
* Operating and developing the Contact Centre and offering service delivery to meet the needs of customers.
* Developing short and long-term plans for the contact centre delivering direction, process improvement, human resource capability and organisation support.
* Representing Customer Operations with Sales and Marketing, working with business leaders to ensure support of strategies through the delivery of sales and service propositions in a tiered support environment.
* Working with managers to clearly identify and define their responsibilities, developing key performance indicators/goals to ensure effective and efficient operation of the contact centre.
* Undertaking regular one-to-one meetings, team meetings, training and counselling/coaching sessions for all direct reports, conducting regular performance appraisals and remuneration reviews.
* Developing, managing and reporting on functional budgets, including delegating budgetary responsibility and cost centre management to direct reports as appropriate.
* Contributing to the wider Customer Operations/Contact Centre resource and capability strategy.
* Acting as a lead change agent for Customer Operations ensuring all change initiatives are planned, structured and deliver overall business objectives.

# Key skills

* Proven Contact Centre management experience, including a clear understanding of contact centre and CRM packages and technology.
* Developed skills in planning and organising large service delivery functions.
* An ability to think and act at a strategic level.
* Financial management, including budget creation and management.
* Ability to influence customers at the highest level.
* Ability to train, motivate and provide feedback to staff in a team environment.
* Well developed negotiation, facilitation, communication and presentation skills.

# Internal contacts

Customer Operations/Support Managers, Sales and Marketing management teams, Operations and Logistics Managers, Systems and Software Development Staff.

# External contacts

Customers at senior management level, prospects, distributors, sub-contractors and outsource suppliers.

# Typical experience

At least 10+ years experience in customer service management, coupled with a relevant tertiary business qualification.

# Other comments

**Position title: Contact Centre Operations Manager Aon Position code: CSP.35002.5**

**Level: 5**

**Responsible for**

Working with all areas of the organisation to improve and develop superior customer service and satisfaction through the implementation of action plans and generation of reports.

# Report to

Director of Customer Services.

# Supervises

Technical and Report Production staff, all Customer Service Staff.

# Main activities

* Managing the production of customer service reports and action plans for the regional and global business to improve customer satisfaction.
* Managing service level agreements for Customer Service, providing input at the bid stage for the establishment of commercially suitable plans.
* Facilitating commercial development, working closely with other team members to ensure that an appropriate reporting capability is built.
* Monitoring and managing complaint processes and ensuring tasks are completed in a timely manner.
* Ensuring compliance with regulatory bodies.

# Key skills

* Strong Customer Service and decision making skills.
* Good understanding of the organisation's products and services.
* Demonstrated understanding of financial terms and concept.
* Ability to deal with people at all levels.
* Good interpersonal and communication skills.
* Excellent computer skills.

# Internal contacts

Customer Service teams, Marketing Staff, Regional Customer Service Manager.

# External contacts

Customers, Regulatory Bodies.

# Typical experience

At least 5 years experience in a contact centre environment within the relevant industry.

# Other comments

**Position title: Contact Centre Manager**

**Aon Position code: CSP.35001.5**

**Level: 5**

**Responsible for**

The establishment and maintenance of the Contact Centre operation including: recruitment of all staff; establishment and monitoring of processes and associated KPIs and the management of the contact centre team to ensure efficient service to customers.

# Report to

General Manager, Customer Service or State Manager.

# Supervises

Contact Centre Team Leaders and Officers.

# Main activities

* Operating and developing the Contact Centre and offering service delivery to meet the needs of customers across all contact channels.
* Managing the daily operation of the Contact Centre to ensure service delivery standards are met and maintained in line with company defined objectives.
* Ensuring customer complaints are actioned and resolved as per Customer Service guidelines.
* Understanding the regulatory, fair trading and competition rules relating to the role enough to be able to comply with them, seeking Specialist support where appropriate.
* Actively supporting company policy and best practice in the area of security, with particular emphasis of protection of sensitive customer information.
* Analysing performance, highlighting problem areas and identifying improvement actions.
* Driving improvement projects to improve performance against targets.
* Undertaking regular one-to-one meetings, team meetings (where feasible), training and counselling sessions for all direct reports.

# Key skills

* Ability to train, motivate and provide feedback to staff in a team environment.
* Negotiation, facilitation and communication skills.
* Planning and organisational skills.

# Internal contacts

Senior Management.

# External contacts

Clients.

# Typical experience

At least 10 years of industry experience.

# Other comments

**Position title: Assistant Contact Centre Manager Aon Position code: CSP.35016.4**

**Level: 4**

**Responsible for**

Assisting in managing Contact Centre teams to ensure efficient service to customers and advisers via different contact channels and correspondence inquiries.

# Report to

Contact Centre Manager.

# Supervises

Contact Centre Team Leaders and Contact Centre Officers.

# Main activities

* Assisting in the daily operation of the Contact Centre to ensure service delivery standards are met and maintained in line with company defined objectives, for one or more contact channels.
* Ensuring customer complaints are actioned and resolved as per Customer Service guidelines.
* Assisting in the development and implementation of projects to improve performance against targets.
* Assisting in the analysis of performance and identification of improvement areas.
* Understanding the regulatory, fair trading and competition rules relating to the role enough to be able to comply with them, seeking specialist support where appropriate.
* Actively supporting company policy and best practice in the area of security, with particular emphasis on the protection of sensitive customer information.
* Coaching and mentoring team leaders/managers while assisting in their training and development.
* Assisting in budgetary management.
* Assisting to manage the impact to new products and services on levels of customer service.

# Key skills

* Ability to train, motivate and provide feedback to staff in a team environment.
* Negotiation and facilitation skills.
* Good written and oral communication skills.
* Planning and organisational skills.

# Internal contacts

Contact Centre Manager, Senior Management.

# External contacts

Clients.

# Typical experience

5+ years industry experience.

# Other comments

**Position title: Queue Manager**

**Aon Position code: CSP.35216.4**

**Level: 4**

**Responsible for**

Ownership of reporting and monitoring of queue management.

# Report to

Workforce Management.

# Supervises

Queue Analysts, Workforce Analysts.

# Main activities

* Monitoring performance levels across all queues, according to relative priority.
* Providing real-time updates to Contact Centre management regarding queue management and performance.
* Updating and maintaining IVR prompts to effectively manage contact channel volumes and traffic.
* Providing regular and/or ad-hoc reporting to Contact Centre management.
* Team management, including recruitment and development of staff, regular one-on-ones, performance feedback and conducting performance appraisals and remuneration reviews.

# Key skills

* Excellent working knowledge of Contact Centre operations, metrics and related technology.
* High level of mathematical, statistical and analytical skills.
* Excellent communication skills.
* Excellent planning and time management skills.
* Ability to problem solve through selection of appropriate techniques, procedures and information to achieve effective resolution.

# Internal contacts

Contact Centre management, Workforce Analysts/Forecasters, Sales and Marketing.

# External contacts Typical experience

3 - 4 years relevant experience in a Customer Service environment, minimum 2 years experience in Queue Management/Workforce Management.

# Other comments

**Position title: Call Quality Assurance Analyst Aon Position code: CSP.35300.3**

**Level: 3**

**Responsible for**

Reviewing calls and identifying quality issues to improve the service quality of the contact centre staff.

# Report to

Contact Centre Manager.

# Supervises

No supervisory responsibility.

# Main activities

* Listening to calls and reviewing relevant documents.
* Ensuring the accuracy and consistency among the Contact Centre team.
* Analysing the areas of strength and weakness to improve the quality of the calls.
* Identifying process improvements framework and training needs
* Being proactive in providing feedback.
* Maintaining records of calls.

# Key skills

* Excellent communication skills.
* Process improvement.
* Customer support experience.
* Knowledge of company standard practices.
* Quality assurance analytical skills.

# Internal contacts

Contact Centre team.

# External contacts

None.

# Typical experience

At least 5 years experience in a Contact Centre.

# Other comments

**Position title: Contact Dispatch Officer**

**Aon Position code: CSP.35025.2**

**Level: 2**

**Responsible for**

Understanding routine tasks with the company's Response Centre, providing the means by which requests are logged, allocated to engineers and dispatched.

# Report to

Contact/Response Centre Manager or Customer Support Manager.

# Supervises

No supervisory responsibilities.

# Main activities

* Receiving customer contacts from one or more contact channels, clarifying requirements, logging into contact dispatch system.
* Maintaining a highly professional image in presenting the company to customers.
* Checking customer contract details to establish level of service agreement and resolving any difference between expectations and contractual obligations.
* Ensuring all processes involved with the Response Centre are of a high quality, accurate, are carried out in a timely manner, according to procedures.
* Validating the customer database, access and permission to the service and general systems of maintenance.
* Ensuring that everything is operating in relation to care of assets within area.
* Collating statistical information from the contact dispatch system as a basis for monitoring branch performance.
* Ensuring queue length and contact wait times are kept to a minimum.
* Ensuring specified work periods are adhered to.
* Assisting Supervisor and Administrator in various tasks concerning performance operation of the Response Centre.

# Key skills

* Ability to deal with busy, high-pressure situations.
* Familiarity with the computerised dispatch program.
* Good client facing manner.

# Internal contacts

Customer Service staff.

# External contacts

Customers at varying levels.

# Typical experience

Should have some client communications skills as well as contact scheduling experience/training.

# Other comments

**Position title: Contact Centre Trainer**

**Aon Position code: CSP.35716.2**

**Level: 2**

**Responsible for**

Conducting internal Contact Centre induction/training programs which provide the acquisition of skills necessary to perform essential operating functions.

# Report to

Contact Centre Manager, Customer Operations Manager.

# Supervises

No supervisory responsibilities.

# Main activities

* Assisting in the development of internal training courses in line with ongoing needs identified with management.
* Conducting regular training sessions to ensure staff competence both in the controlled classroom-type environment and also in relation to the workplace.
* Maintaining up-to-date records of training activities.
* Assisting in identifying performance problem areas and recommending various training methods and development to improve performance.
* Modifying training courses often using audio-visual training techniques.
* Monitoring effectiveness of training programmes to ensure requirements are being met.

# Key skills

* Organisational and communication skills.
* Experience in developing training material and programmes and procedural documentation.
* Training facilitation.
* Appreciation of different learning styles.

# Internal contacts

Sales and Marketing, Customer Service, HR.

# External contacts

Educational and training institutes, training consultancies.

# Typical experience

1. - 5 years training experience with relevant qualifications (certificate or diploma). Previous experience as a Contact Centre Officer/Customer Service Representative.

# Other comments

**Position title: Customer Education Manager Aon Position code: RCS.85508.5**

**Level: 5**

**Responsible for**

Managing the external training function of an organisation.

# Report to

Corporate Customer Support Manager, Corporate Sales Manager, General Manager.

# Supervises

All Instruction, Curriculum and Training staff.

# Main activities

* + Developing external training programs to meet corporate objectives.
	+ Developing training programs to meet customer needs and liaising closely with industry leaders.
	+ Managing education budget for external training.
	+ Reporting on the overall profitability of the training function.
	+ Overseeing the scheduling of classes and facilities.
	+ Managing Instruction and Administrative staff.
	+ Taking responsibility for overall strategy of the customer training/education function.
	+ Keeping up to date with technical knowledge and new product introductions.

# Key skills

* + Organisational, communication, management and customer handling skills.

# Internal contacts

Senior management, Training staff, Customer Support staff.

# External contacts

Customers at all levels, educational and training institutes, training consultancies.

# Typical experience

In depth company product/service knowledge, relevant supervisory and training experience gained over at least 10 years would be applicable. Some formal training in areas of Management of Training and Development is often mandatory.

# Other comments

**Position title: Senior Customer Training Officer Aon Position code: RCS.85508.4**

**Level: 4**

**Responsible for**

Developing and conducting customer training programs to acquire the skills necessary to leverage the greatest value out of the company's products and/or services.

# Report to

Customer Education Manager.

# Supervises

May provide guidance to more junior training staff.

# Main activities

* + Developing external training courses in line with ongoing needs identified with management.
	+ Conducting regular training sessions to ensure customer competence both in the controlled classroom type environment and also in relation to the workplace.
	+ Tailoring training programs to meet the specific needs of different customer groups.
	+ Maintaining up-to-date records of training activities.
	+ Continually developing and modifying training courses often using audio-visual training techniques.
	+ Translating customer needs into marketable training solutions.
	+ Liaising with key groups to keep technical knowledge updated on new product introductions and ensuring the information is incorporated into existing or new courses.

# Key skills

* + Advanced organisational and communication skills.

# Internal contacts

Customer Training staff, Customer Support staff.

# External contacts

Third party facilitators, external consultants, customers.

# Typical experience

Tertiary level qualifications with a minimum of 4 - 5 years training experience and 3 - 5 years experience in an IT environment. Good knowledge of company products and/or services.

# Other comments

Alternative Title - Training Consultant.

# Position title: Customer Training Officer

**Aon Position code: RCS.85508.3**

**Level: 3**

**Responsible for**

Conducting customer training programs to provide the skills necessary to leverage the greatest value out of the company's products and/or services.

# Report to

Customer Education Manager, Senior Customer Training Officer.

# Supervises

No supervisory responsibilities.

# Main activities

* + Assisting in the development of customer training courses in line with ongoing needs identified with management, usually in conjunction with a Senior Customer Training Officer/Consultant.
	+ Conducting regular training sessions to ensure customer competence both in the controlled classroom type environment and also in relation to the workplace.
	+ Assisting in tailoring training programs to meet the specific needs of different customer groups.
	+ Maintaining up-to-date records of training activities.
	+ Modifying training courses, often using audio-visual training techniques.
	+ Providing input into translating customer needs into marketable training solutions.
	+ Liaising with key groups to keep technical knowledge updated and new product introductions and ensuring the information is incorporated into existing or new courses.

# Key skills

* + Developed organisational and communication skills.

# Internal contacts

Customer Training staff, Customer Support staff.

# External contacts

Third party facilitators, external consultants, customers.

# Typical experience

Tertiary level qualifications with at least 2 - 3 years training experience and 3 - 5 years experience in a technical environment. Intermediate knowledge of company products and/or services.

# Other comments

**Position title: Senior Account Manager - Customer Service Aon Position code: RCS.85503.5**

**Level: 5**

**Responsible for**

Ensuring that the Customer/Account is achieving maximum satisfaction and productivity from their systems.

# Report to

Software Support Manager, Customer/National Support Manager.

# Supervises

May have supervisory responsibilities.

# Main activities

* + Liaising between customer and product support and development staff.
	+ Creating a client environment that is conducive to sales efforts.
	+ Coordinating resources to meet client objectives.
	+ Being continually aware of potential areas for product, services and education sales and conducting client education courses.
	+ Monitoring client support activities (ensuring client problems and queries are being dealt with in an effective manner).
	+ Communicating vital client information to relevant sales, pre-sales and client support personnel.
	+ Assisting in pre-sales business evaluations, demonstrations and tenders.
	+ Being continually aware of new products and releases through regular updates with the Product Manager.

# Key skills

* + Communication and analytical ability essential together with sales and marketing skills.

# Internal contacts

Product groups, Telephone Support staff/Consulting and Research and Development departments.

# External contacts

Customers at all levels, hardware and software suppliers.

# Typical experience

At least 10 - 15 years experience, and previous sales and support experience necessary in order to provide the required balance.

# Other comments

The role requires an ability to belong equally to the customer's environment as to the employer's - there is the need to have a detailed knowledge of the customer's strategic plans and organisational structure.

# Position title: Account Manager - Customer Service Aon Position code: RCS.85503.4

**Level: 4**

**Responsible for**

Ensuring that the Customer/Account is achieving maximum satisfaction and productivity from their systems.

# Report to

Software Support Manager, Customer/National Support Manager.

# Supervises

No supervisory responsibilities.

# Main activities

* + Liaising between customer and product support and development staff.
	+ Creating a client environment that is conducive to sales efforts.
	+ Coordinating resources to meet client objectives.
	+ Being continually aware of potential areas for product, services and education sales and conducting client education courses.
	+ Monitoring client support activities (ensuring client problems and queries are being dealt with in an effective manner).
	+ Communicating vital client information to relevant sales, pre-sales and client support personnel.
	+ Assisting in pre-sales business evaluations, demonstrations and tenders.
	+ Being continually aware of new products and releases through regular updates with the Product Manager.

# Key skills

* + Communication and analytical ability essential together with sales and marketing skills.

# Internal contacts

Product groups, Telephone Support staff/Consulting and Research and Development departments.

# External contacts

Customers at all levels, hardware and software suppliers.

# Typical experience

At least 5 - 10 years experience, and previous sales and support experience necessary in order to provide the required balance.

# Other comments

The role requires an ability to belong equally to the customer's environment as to the employer's - there is the need to have a detailed knowledge of the customer's strategic plans and organisational structure.

# Position title: Resource Manager

**Aon Position code: RSP.91000.5**

**Level: 5**

**Responsible for**

Leading a function responsible for the timely allocation and deployment of resources and skills across projects or accounts in order to achieve business objectives.

# Report to

Operations Manager

# Supervises

A Team of Resource Co-ordinators.

# Main activities

* + Providing advice on strategies to optimise the use of internal and external resources.
	+ Developing and managing the recruitment process of external resources.
	+ Establishing, maintaining and enhancing relationships with third party/external resource providers in order to negotiate and secure necessary resources to fulfil project demand.
	+ Forecasting resource demand and identifying risk areas by monitoring, reviewing and reporting on resource allocation and deployment.
	+ Advising on realistic expectations for resources and providing alternate resource solutions where applicable.
	+ Ensuring that accurate documentation regarding resource allocation and skills is maintained.
	+ Resolving or managing conflicts between competing projects requiring resources.
	+ Participating in project performance reviews and keeping abreast of internal staff development plans to effectively allocate resources for future projects.
	+ Evaluating the Resource Management process and identifying, creating, documenting, communicating and implementing process improvements.
	+ Leading a team of Resource Co-ordinators to ensure the smooth allocation and deployment of internal and external resources.

# Key skills

* + Extensive knowledge of effective Resource Management processes.
	+ Team building capability and excellent communication skills.
	+ Relationship management skills and client focus.
	+ Ability to persuade, negotiate and influence outcomes.

# Internal contacts

Other Resource Managers, Account Managers, Service Delivery Managers, Internal Recruitment and Human Resources Staff.

# External contacts Typical experience

At least 5 years of experience of commercial experience, along with 3+ years in management. Relevant qualifications in operations, human resources, or commerce.

# Other comments

Other Titles: Workforce Manager

# Position title: Resource Consultant

**Aon Position code: RSP.91000.3**

**Level: 3**

**Responsible for**

Managing the scheduling of internal resources to optimise productivity and profitability

# Report to

Resource Manager

# Supervises

No supervisory responsibilities

# Main activities

* + Provide appropriate resourcing solutions to internal clients by driving the allocation and deployment of resources within organisation
	+ Work with cross divisional resource management teams across the firm to re-deploy staff when required
	+ Input and maintain accurate scheduling data
	+ Provide analysis and insights on resource metrics by producing and reviewing reports and financial information to proactively identify issues
	+ Drive and maintain governance of group capabilities data as well as ad-hoc project and continuous improvement initiatives

# Key skills

* + Relationship building and negotiation skills.
	+ Recruitment and training capability.
	+ Administrative ability.
	+ Excellent oral and written communication skills.
	+ Ability to multi-task

# Internal contacts

Operations, Human Resources Staff

# External contacts Typical experience

1. - 5 years of experience either in a Human Resources or Operations environment

# Other comments

Other Titles: Workforce Analyst

# Position title: Resource Coordinator

**Aon Position code: RSP.91000.2**

**Level: 2**

**Responsible for**

Scheduling of internal resources to optimise productivity and profitability

# Report to

Resource Manager

# Supervises

No supervisory responsbilities

# Main activities

* + Provide support to Resource Consultant to implement scheduling and rostering
	+ Coordinate rosters and book travel arrangements
	+ Input and maintain accurate scheduling data
	+ Produce reporting and documentation to support projects and continuous improvement initiatives

# Key skills

* + Relationship building and negotiation skills.
	+ Administrative ability.
	+ Excellent oral and written communication skills.
	+ Ability to multi-task **Internal contacts External contacts**

# Typical experience

1 – 3 years of experience either in a Human Resources or Operations environment.

# Other comments

Other Titles: Workforce Analyst

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