

From: Kristin Barlow [<mailto:Kristin.Barlow@cpsu.org.au>]
Sent: Thursday, 18 May 2017 11:19 AM
To: Chambers - Roe C
Cc: Stephen Smith (Stephen.Smith@aigroup.com.au); jknight@asu.asn.au
Subject: Report back regarding Contract Call Centre Award and CPSU application

Dear Commissioner Roe

As you know, for the past several months, the CPSU, ASU and Ai Group have been engaged in discussions regarding the CPSU and ASU's proposed variations to the classification structures in the *Contract Call Centre Award* and the *Telecommunications Services Award*.

We advise that agreement has been reached between the CPSU, ASU and Ai Group on the attached amendments to the classification structure in the Exposure Draft of the Contract Call Centre Award, in settlement of the unions' claims. The parties have agreed that the classification structure in the Exposure Draft of the *Telecommunications Services Award* will not be amended.

We commend the proposed variations to the Commission, which we submit are consistent with the modern awards objective. Those changes are contained below this email and marked in yellow.

Yours sincerely

Kristin Barlow

(d) Principal Customer Contact Specialist

(i) Role definition

A Principal Customer Contact Specialist is employed to perform a broad range of skilled applications and provide leadership and guidance to others in the application and planning of the skills. Such an employee will:

- receive calls;
- use common call centre telephone and computer technology;
- enter and retrieve data;
- work in a team; and
- manage their own work.

(ii) The employee works with a high degree of autonomy with authority to take decisions in relation to specific customer contact matters and provides leadership as a coach, mentor or senior staff member.

(iii) An employee at this level performs a number of functions within a customer contact operation requiring a diversity of competencies including:

- providing services to customers involving a high level of product or service knowledge, often autonomously acquired;
- using multiple technologies such as telephony, internet services and face-to-face contact;
and

- taking responsibility for the outcomes of customer contact and rectifying complex situations involving emergencies, substantial complaints and faults, disruptions or disconnection of service or customer dissatisfaction; and

(iv) An employee at this level may provide on the job training instead of customer contact and assist with developing training programs where they are not receiving calls.

(e) Customer Contact Team Leader

(i) Role definition

A Customer Contact Team Leader is employed to perform a broad range of skilled applications including evaluating and analysing current practices, developing new criteria and procedures for performing current practices and providing leadership and guidance to others in the application and planning of the skills. Such an employee will:

- receive calls;
- use common call centre telephone and computer technology;
- enter and retrieve data;
- work in a team; and
- manage their own work.

(ii) The employee works with a high degree of autonomy with authority to take decisions in relation to specific customer contact matters and provide leadership in a team leader role.

(iii) This employee performs a number of functions within a customer contact operation requiring a diversity of competencies including:

- providing services to customers involving a high level of product or service knowledge, often autonomously acquired;
- using multiple technologies such as telephony, internet services and face-to-face contact; and
- taking responsibility for the outcomes of customer contact and rectifying complex situations involving emergencies, substantial complaints and faults, disruptions or disconnection of service or customer dissatisfaction.

(iv) Indicative tasks

An employee at this level would normally perform the following indicative tasks:

- follow occupational health and safety policy and procedures;
- communicate in a customer contact centre;
- work in a customer contact centre environment;
- respond to inbound customer contact;
- conduct outbound customer contact;
- use basic computer technology;
- use an enterprise information system;
- provide quality customer service; and
- provide leadership in a contact centre.

(v) An employee at this level would also normally perform some of the following indicative tasks:

- lead operations in a contact centre;
- monitor safety in a contact centre;

- implement continuous improvement in a contact centre;
- lead innovation and change in a contact centre;
- administer customer contact telecommunications technology;
- implement customer service strategies in a contact centre;
- implement information systems in a contact centre;
- acquire product or service knowledge;
- gather, collate and record information;
- analyse information; and
- lead teams in a contact centre; develop teams and individuals in a contact centre; and
- Develop and lead on the job training

(vi) Qualifications

An employee who holds a Certificate IV in Telecommunications (Customer Contact) or equivalent would be classified at this level when employed to perform the functions in the role definition and taking into account the indicative tasks.

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