

Job Description

Position:	Customer Experience Manager
Reports To:	Global Head of Customer Experience
Employment:	Full Time
Location:	Maroochydore, Qld

Who is OfficeHQ

OfficeHQ is a global success story, you may have already spoken to one of our receptionists at OfficeHQ without realising it. We handle calls on behalf of hundreds of thousands of businesses, providing that all-important human contact for customers. Our telephone answering service, includes messaging and appointment scheduling, all built and delivered on a cloud-based platform serving clients globally. We provide our clients with the professional image of a true receptionist experience, no more answering machines or unreliable voice mails. This role is a vital cog in the OfficeHQ model.

What We Offer

OfficeHQ has a great work-life balance and offers benefits like wellness and reward programs. We offer a competitive salary and are focused on ongoing personal development. Being part of the OfficeHQ journey promises to be an exciting and engaging experience with lots of autonomy and the opportunity to develop new skills.

Role Purpose:

You will lead and inspire the Australian Customer Experience team to deliver against all customer service goals and to ensure relevant targets are met. Leveraging multi-channel platforms, you will ensure our clients, new and existing, receive the highest level of service. You will undertake analysis of issues and opportunities to drive a continuous improvement culture, resulting in improved business outcomes.

Key Responsibilities and Tasks:

- **Team leadership**
 - Lead, support and inspire team members to develop a customer-first culture.
 - Use quality monitoring practices to identify coaching and training opportunities.
 - Set performance goals, conduct appraisals, and address any performance issues.
 - Shape and deliver agreed continuous improvement projects on a quarterly basis
- **Performance management**
 - Track all SLAs and assist the team to exceed performance targets.
 - Develop Standard Operating Procedures to define and instil best practice.
 - Manage call durations to ensure they remain within an acceptable range for plan type
 - Drive initiatives to increase self-service adoption for simple customer support enquiries
- **Customer Success**
 - Manage onboarding of new clients to ensure they are set up for success
 - Ensure account setups and changes are implemented to a high level of quality
 - Check-in with clients at defined intervals to ensure account satisfaction is maintained
 - Create a first-contact resolution culture to eliminate unnecessary client follow-ups.

- **Loyalty and retention**
 - Track customer churn and implement strategies to improve retention.
 - Work with reception team leaders to review complaint themes and take steps to address.
 - Act as main contact for escalated client complaints and ensure timely resolution.
 - Drive operational changes to obtain more positive reviews and increase referrals.
- **General operations**
 - Oversee billing and payments to keep delinquencies and aged debt within agreed range.
 - Manage suspensions and disconnections when accounts exceed overdue thresholds
 - Ensure high usage clients are right-planned to prevent multiple invoices per month.
 - Maintain an on-call support roster and assist with urgent out of hours enquiries, as required.
- **Training & coaching**
 - Recruit, onboard, upskill and coach team members to a high service standard.
 - Leverage and create procedural documentation to standardise key service activities.
 - Maintain cheat sheets and training materials to assist with consistency and autonomy.
 - Facilitate training for new products/services and processes as they are introduced.
- **Customer feedback & insights:**
 - Establish methods for collecting, analysing, and acting upon customer feedback and insights.
 - Use customer data/analytics to drive decisions and prioritise customer experience initiatives.
 - Collaborate with sales, marketing, product, and operations, to ensure seamless experiences.
 - Bring the “customer voice” into OfficeHQ, and advocate for our clients’ needs.

Knowledge & Experience Requirements:

- 3+ years’ experience in a leadership role
- Solid experience managing a customer service team
- Outstanding communication skills, both verbal & written
- Demonstrated negotiation and complaint resolution skills
- Strong computer skills and excellent phone disposition
- An aptitude and passion for learning new and sometimes complex software
- Exposure to self-service adoption and leveraging automation
- Excellent problem-solving abilities
- Organisational skills with the ability to manage numerous activities and priorities at once
- Experience with call centre software and helpdesk ticketing systems would be highly regarded

Personal attributes

- Understands impact of own behaviour on cultural standards
- Builds organisational talent for now and the future
- Holds self-accountable for own and team’s results and behaviour
- Stays positive and effective in challenging situations
- Analytical mindset with an ability to learn new tools quickly
- Ability to work both autonomously and as part of a broader leadership team
- Positive, client-focused attitude
- Ability to thrive in a fast-paced environment

Employment Term:

This is a full-time role of 37.5hrs per week. Flexible working to suit business needs is required.

Note:

This position description represents the role and responsibilities at the time of appointment, however due to the dynamic nature of our business, the key tasks and responsibilities are likely to evolve over time. The flexibility to adapt to any changes should be considered a key requirement of working at OfficeHQ.