



**BISSELL Homecare, Inc.
Salaried Position Description**

JOB TITLE: Consumer Care Representative **Manager's Title:** Consumer Experience Manager

JOB CODE:

Date: **Direct Reports:** NO

Department: Customer Service **Direct Budget Responsibilities:** No

BISSELL Location: Australia

Job Family: Administrative **Pay Grade:** __5__ **E/NE:** _NE__

POSITION SUMMARY: (Summary description of the primary duties and objectives)

The Consumer Care Representative will be responsible for handling consumer enquiries, complaints, troubleshooting and warranty topics received via telephone call, emails, faxes and walk ins in a timely and productive manner. Support will also be provided for Outlet Shop visits and on occasion Outlet Shop order processing.

POSITION PROFILE (Major duties, accountabilities, and responsibilities)

- Monitor ACS inbox throughout the day and respond to consumer phone calls.
- Monitor workflow across ACS team and proactively assist to help optimize service and workloads.
- Follow up with customers as required to understand concerns and ensure satisfaction
- Constructively respond to consumer queries, challenges and complaints via trouble shooting steps. If these steps do not resolve problems take action to implement changeover processes or arrange repair and shipping arrangements as necessary for warranty circumstances. For non-warranty repair advise consumer of service agent options and our in-house services.
- Consistently deliver on KPI's and in particular provide same day or 24-hour response to messages or emails.
- Provide backup resource for order processing for Outlet Shop
- Promptly attend Outlet Shop consumer visits, respond to inquiries, optimize and close sales and delivery
- Facilitate Rental bookings, invoicing & co-ordination of equipment and returns.
- Where Consumer orders are required process these into Oracle as received & make sure they are done in a timely manner. KPI 24 hour turnaround.
- Liaise with warehouse staff on orders/despatch
- Process consumer GRA's into the system and coordinate return via warehouse team
- Participate in product training sessions with sales and technical teams.
- Engage with TelePerformance Manila team – provide guidance and support as required.
- Perform other duties as assigned.

REQUIRED CORE COMPETENCIES for ADMINISTRATIVE JOB FAMILY:

Strong interpersonal/collaborative skills with a friendly and helpful nature
Manage/contribute to multiple dynamic priorities
Display initiative & ability to multitask

Ability to work as a team
Continuous improvement
Actively seek and share information
Professional expertise and phone manner

REQUIRED EXPERIENCE/EDUCATION: (i.e. degree, years of experience, etc.)

- **Degree minimum: preferred but not essential**
- **Specific concentration:**
- **Experience level:** Minimum 3 years in a consumer sales, service or order entry role for a distributor/wholesaler ideally in small electrical products. Potential call center environment experience.

PREFERRED EXPERIENCE/EDUCATION: (i.e. MBA, certifications, etc.)

SPECIALIZED TRAINING OR SKILLS REQUIRED:

Excellent written and verbal communication skills
Proficient data and key entry speed. MS Office experience especially Word and Excel.

Approved by:	Date:
Corporate HR to complete:	
HR reviewed/approved:	Date:
Org/Function:	Job Code:
	Position Code:
Workers Comp Code:	SIRS Code: