

## CONTACT CENTRE TEAM MANAGER

- **\$55,000 + superannuation + benefits**
- **Career Development Opportunity**
- **Springvale**

This organisation touches the lives of a great many Melburnians on a daily basis. In the last few years new initiatives have been implemented which will ensure its continued relevance and success.

This newly created role reports to the General Manager, Sales and Marketing. The principal responsibilities will be to lead the Call Centre Team to ensure inbound calls are actioned in a timely and professional manner. Limited outbound calling is currently undertaken however it is anticipated this will be further developed.

As to be expected the role will be varied and challenging and will include;

- Motivating, inspiring and driving the team to improved performance and a customer focused culture
- Ensuring that "best practice" systems and processes are implemented to support the business
- Co-ordinating staff training and development

The successful candidate will possess team leader experience in a call centre/customer contact environment. You will have the proven skills and willingness to oversee support centre team members and their development. Good business acumen with the ability and experience to spearhead a period of change is vital in this role.

**To discuss this role in greater detail please contact Jon Vonk on 0439 101909 (Evenings and Weekends 03 9534 3830) email [jon@vonk.com.au](mailto:jon@vonk.com.au) quoting PDRL08**