

Skills and quality; Relationships and engagement; Stakeholder management; Customer service support CSMG

Description

The management and operation of one or more customer service or service desk functions. Acting as a point of contact to support service users and customers reporting issues, requesting information, access, or other services. The delivery of customer service through multiple channels including human, digital, self-service and automated.

Level 6

Influences the strategic direction and takes responsibility for the full range of customer service functions, including organisational frameworks for complaints, service standards and operational agreements. Defines service channels, service levels, standards and the monitoring process for customer service or service desk staff. Provides leadership to deliver the service culture required to deliver required organisational outcomes. Takes responsibility for business continuity and legal, regulatory, and contractual compliance.

Level 5

Responsible for day-to-day management, resource planning and work allocation to meet agreed service levels. Specifies, agrees and applies standards. Ensures that tracking and monitoring of performance of service delivery through all channels (human, digital, self-service, automated) is carried out, metrics and reports are analysed, and issues are resolved. Drafts and maintains policy, standards and procedures for the customer service or service desk functions. Ensures that the catalogue of requestable and supported services is complete and current.

Level 4

Monitors service delivery channels (human, digital, self-service, automated) and collects performance data. Assists with the specification, development, research and evaluation of services standards. Applies these standards to resolve or escalate issues and gives technical briefings to staff members.

Level 3

Acts as the routine contact point, receiving and handling requests for support. Responds to a broad range of service requests for support by providing information to fulfill requests or enable resolution. Provides first line investigation and diagnosis and promptly allocates unresolved issues as appropriate. Assists with the development of standards, and applies these to track, monitor, report, resolve or escalate issues. Contributes to creation of support documentation.

Level 2

Responds to common requests for service by providing information to enable fulfilment. Promptly allocates unresolved calls as appropriate. Maintains records, informs users about the process and advises relevant persons of actions taken.

Level 1

Receives and handles requests for service, following agreed procedures. Promptly allocates calls as appropriate. Logs incidents and service requests and maintains relevant records.