

Job Description

Date: 10/09/2018

1. Position Details:

Position Title	Member Support Specialist
Division	Member Experience
Location	Sydney Head Office
Reports to	Contact Centre Manager
Direct Reports	Nil

2. Primary Objective

To provide in and out bound support to both members and employers that make up the Club Plus Membership.

As part of the Member Experience team that includes Financial Planners, Member Services Managers and Marketing, this position within the Contact Centre is responsible for supporting members of the Fund with their superannuation, insurance and retirement planning requirements.

3. Summary

Situated in the Sydney CBD, this is an existing role which supports our growing business. The Member Support Specialist will be responsible for supporting members of the Fund through fielding phone, email and instant chat-based enquiries as well as working closely with the Marketing team to initiate contact with members through outbound calls.

4. About Club Plus Super

Club Plus Super began as an industry super fund for clubs 30 years ago and today we're dedicated to all our members, no matter what stage of life or what career path they choose. By bringing together more than 80,000 people in one Fund we're able to deliver high quality investments which build and protect wealth through the markets' ups and downs and we offer great value life insurance (and income protection) to provide cover in case things don't go to plan. Just like millions of people that work in, and support the clubs of Australia, we believe in community, the value of belonging and the difference which high quality service makes. Our focus is on giving the most personal level of support to help empower our members to strengthen their financial position over time and retire on their own terms.

4.1. What the experts say

Club Plus Super holds the highest rankings with independent ratings agencies and was recently named in the top 5 best performing superannuation funds in the country by SuperRatings.

"Platinum-Rated, Best-Value-For-Money Fund" (SuperRatings)

5. Key Accountabilities

- Handle customer contact via telephone, by email or web chat
- Research required information using available resources
- Manage and resolve customer complaints
- Provide customers with product and service information
- Enter new customer information into system
- Update existing customer information
- Identify and escalate priority issues
- Route calls to appropriate resource
- Follow up customer calls where necessary
- Document all call information according to standard operating procedures
- Complete call logs.

6. Key Requirements

6.1. Essential

- Minimum of 2 years' experience in a Superannuation in a Call Centre Environment.
- Excellent communication skills both written and spoken
- High degree of verbal and written communication skills
- Personable, patient and friendly phone manner
- Exceptional ability to build rapport with members
- Self-motivated, driven and highly engaging
- Well-developed active listening skills
- Problem analysis and problem-solving skills
- Multi-tasking and time management skills
- Customer centric approach
- Well-developed organisational skills
- High attention to detail
- Judgment
- Adaptability
- Team work

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- Stress tolerance
 - Resilience

6.2. Desirable

- Completion of RG146
- Basic understanding of financial advice process