



Position Description

Title: Customer Service Representative (Junior Position)		Reports to: Sales & Service Manager
Incumbent:		Responsible for: Nil
Date Revised: Sept 2022		
Purpose: Provide front desk services such as answering phone and counter enquires and refer to the appropriate Department. Provide level one solutions to clients for PC, Notebook, Smartphone and tablets.		
<p><i>Notes: This position requires a significant role responsibility in matters of personal judgement, discretion, confidentiality, integrity, initiative and autonomy. The success of the role will be based and reviewed on successful demonstration of these attributes.</i></p> <p>All tasks are to be completed in accordance with the iAssist policies, procedures, values and culture.</p>		
Role: Service and Sales		
Task	Expected outcomes, measurements and control	
Administration	<ul style="list-style-type: none"> • Reception duties including answering the phone and handling general counter enquiries. • Manage ESET and other subscriptions prior to expiration date as per the iAssist procedures. • Taking payment from clients as per iAssist procedures • Emails are checked regularly throughout the day and attending to tasks as required. Notes are recorded in job if the email pertains to a job. • Create purchase orders as required. 	
Basic Technical Support	<ul style="list-style-type: none"> • Confirm issue with client and reproduce where possible. • Accurate diagnosis of level one issues • Where possible and practical, deliver level one solutions that meet the client's requirements using the knowledge base or other resources within an acceptable timeframe. • Confirm with Service Coordinator regarding whether jobs are level one or require escalation, as required. • Communicate all resolution instructions in terminology which is basic and easy to understand. • Whilst working on client's machine, conduct a mini audit, as per iAssist procedures. • Regularly monitor live chat and respond as required. 	
Job logging	<ul style="list-style-type: none"> • New jobs are logged promptly and accurately. • If/when a job requires escalation, accurate payment details are recorded. 	
Basic Sales	<ul style="list-style-type: none"> • Minor Sales queries are handled promptly and provided with the most suitable recommendations, including upselling. 	
Teamwork	<ul style="list-style-type: none"> • Effective & prompt communication with Supervisor on completion of tasks • Effective positive communication with all team members 	



Documentation	<ul style="list-style-type: none"> • Accurate and prompt recording of all notes pertaining to all jobs attended to including summarising of problem resolution • Update all job notes relevant to current job before proceeding to new a job. • Authoring of user friendly white papers when requested • Creating procedures and updated the Technical Knowledge Base • Send feedback form to all clients on completion of job.
Client Interaction	<ul style="list-style-type: none"> • All interaction with clients is professional and handled with respect and utmost confidentiality & integrity for both the client and iAssist • All communication with the client is easily understood by the client • Client is informed when job requires escalation and free support ends, and provide expected costs and payment details
Time Management	<ul style="list-style-type: none"> • Ability to create and follow effective timelines. • Time is utilised in the most efficient and productive manner • Tasks completed as requested and/or scheduled in a timely manner Effectively manage time spent resolving level one issues. • Ability to schedule and return calls within a professional timeframe. • Ability to escalate an issue when resolution exceeds appropriate timeframe • Determine issue level though diagnostic techniques and resolve or escalate accordingly.
Mail and Courier	<ul style="list-style-type: none"> • Parcels are appropriately packaged, prepared and lodged for pickup promptly • Accurate records kept for incoming and outgoing mail and parcels. • Mail and parcels are checked and signed for accordingly. • Mail and parcels are distributed to the appropriate person.
Other	<ul style="list-style-type: none"> • Any other duties as directed by Management • KPI's are met for time taken for resolution and number of escalations or upsells.
What we are looking for: Qualifications	
Mandatory	<ul style="list-style-type: none"> • Basic IT Knowledge and understanding of computer systems • Friendly personality • Willingness to learn • Ability to pass a national police check that meets the Australian security Standards of our industries within two weeks of commencing work.
Highly Desirable	<ul style="list-style-type: none"> • Experience in customer service and phone appropriate phone manner • A+ Certificate • Cert III Information Technology or Business Administration
What we are looking for: Skills and Attributes	
In addition to our internal Culture and Values you will have:	<ul style="list-style-type: none"> • Basic knowledge in IT technologies • Understanding of OH&S requirements • Highly motivated • Sound time management skills • Ability to think laterally



	<ul style="list-style-type: none">• Sound problem solving skills
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Our Vision

iAssist: Real Solutions – Local People – Respected Australia wide

Our Mission

iAssist is committed to building professional relationships by giving exceptional, friendly service you can trust.



<i>iAssist Internal Culture</i>	
<i>Confidentiality</i>	To treat all iAssist, co-worker and client data, information and systems entrusted to us with the highest degree of ethical standards.
<i>Accountability</i>	An iAssist team member is expected to take ownership and responsibility for their actions at all times.
<i>Productivity</i>	An iAssist team member must be able to manage their own time and resources in order to be efficient and effective. In turn the organisation will provide the environment and systems required to do so.
<i>Teamwork</i>	Each individual contributes and works together to achieve a common goal through effective communication, collaboration, support and encouragement.
<i>Fun</i>	Whilst maintaining a professional outlook and conduct, it is encouraged to have a laugh and joke within the team environment.
<i>Reward and Recognition</i>	We each acknowledge other team members and the contribution they make to the organisation.
<i>iAssist Core Values</i>	
<i>Trust</i>	Building relationships through confidence in our integrity, reliability and character.
<i>Integrity</i>	We uphold mutually beneficial moral and ethical values.
<i>Care</i>	We make it a priority to understand your concerns and take a personal interest. Your problems are our problems and our solutions are your solutions.
<i>Knowledge</i>	We are dedicated to remaining at the forefront in our field by continually advancing our skills and expertise.
<i>Innovation</i>	We partner with industry leaders to understand new technologies and methods in order to provide solutions that meet the unique needs of our clientele.
<i>Commitment</i>	We deliver a holistic solution by taking responsibility and managing each task to a resolution.

Name: _____

Signature: _____ Date: _____