

Job Task Analysis

Call Centre Operator

Job Description:

Job overview: To ensure the delivery of comprehensive assistance and related services to existing and potential customers. To enhance the organisation's ability to provide service to other RACV, Nationwide Group and/or Home Trade Hub Australia products and services.

Environment: Indoors, At desk.

Psychosocial demands: Potential exposure to distressed or abusive customers, high job demand, low job control.

Shifts: 38 hours per week over a 5-day rotating shift including weekends.

PPE: Nil.

Answering enquiries



Meeting



Presentation



Key Tasks:

1. Answers incoming calls, emails and messages, and assists customers with their specific inquiries
2. Identifies requirements and records information into computer systems
3. Creates further interest in goods and services by offering customers more information about goods and inviting customers to use services on offer
4. Updates databases to reflect changes to the status of customers and prospective customers
5. Arranges the dispatch of goods, information kits and brochures to customers and interested parties
6. Undertakes clerical duties, such as faxing, and filling out paperwork, and liaising with other departments associated with completing the customer contact
7. Issues invoices and receives electronic payments for goods and services provided

Postural Tolerance	O	F	C	Comments
Sit			✓	Desk based role
Stand	✓			Around office
Walk		✓		Around office
Kneel				N/A
Squat				N/A
Crawl				N/A
Twist				N/A

Material Handling	O	F	C	Comments
Lift	✓			Light office items
Carry	✓			Light office items
Push	✓			Light manoeuvring of desktop items
Pull	✓			Light manoeuvring of desktop items
Reach		✓		Light reach
Grip		✓		Stationery use
Dexterity		✓		Typing

Job Modifications:

- Additional Rest Break
- Provide ergonomic assessment and equipment

Alternate Duties:

- Administration duties (No Calls)