# Position Description

## Position details

Position Position no.

Head of Customer Service CS001

Section/service Reports to

Customer Service Department Chief Executive Officer

Supervises Engagement

Four Permanent

From its origins in Australia, Gelos Enterprises has grown into one of the world's leading business operations. We are one of Australia's largest listed companies, with our headquarters based in the Tulitza CBD. Our primary objective is to achieve excellence through continuous innovation.

We aim to achieve this by:

* increasing the success of organisations with existing products and technologies
* crafting a detailed proposition, we can propel a new business model and create a lasting competitive advantage
* increasing our primary revenue streams through property ownership and investment
* being a trusted global investing partner that offers core incentives, business start-up and premium consulting services
* acting with integrity and honesty in all of our dealings.

We are a global business front runner. We have high standards and pay attention to all levels of detail, providing us with successes over the years in our quest to meet the lofty expectations of businesses.

### Our vision

Our purpose is to be the international front runner of innovation, investment and excellence – leading the way for future generations.

### Core values

These values guide us in all that we do and are the bedrock upon which we deliver consistently high calibre services.

**Integrity**

Integrity creates trust. It is our most valued asset, as an organisation. Individually, it’s the constant choice to infuse every action with honesty, fairness, and respect for clients and colleagues alike

**Investing in the future through sustainability**

We place huge value on social, economic and environmental sustainability work practices. Our businesses processes are designed to use all resources efficiently and responsibly, protect the social wellbeing of our communities and preserve the earth’s natural resources, both for today and future generations.

**Strength from diversity**

We embrace differences and adapt work practices to create an inclusive environment in which diverse skills, perspectives and backgrounds are valued. Diverse skills give us a competitive edge to easily design unique products, services and packages that fit the needs of our clients. A diverse mindset and team provide a larger pool of experiences, ideas and education with which to problem solve, create new products and devise new services.

**Success through collaboration**

We strive to do the right thing for the client. We see ourselves as part of the client’s team, and we’re dedicated to help them succeed. For every venture, we align our strategy with the client’s goals, needs, and budget. We know that the best way for our customers to succeed is to work in partnership with them – rather than for our customers.

**Innovative spirit**

Innovation motivates action: to take risks, encourage curiosity and new ideas, learn from mistakes, and constantly strive to exceed expectations. Through innovation, we generate solutions for our customers and raise the bar — both within our workplace and throughout our industry.

## Position statement

The Head of Customer Service must provide excellent customer service and promote this idea throughout the organisation. The goal is to keep the department running efficiently and profitably, to increase customer satisfaction, loyalty and retention and to meet their expectations

## Responsibilities

Client Handling

* Supervise all client relations and accounts
* Improve customer service knowledge
* Create engaged customers and facilitate organic growth
* Take ownership of customers issues and follow problems through to resolution

Office and Administration

* Develop service procedures, policies and standards
* Develop customer satisfaction goals and coordinate with the team to meet them steadily
* Keep accurate records and document customer service actions and discussions.

### Analysis

* Assess service statistics and review detailed reports on findings by Customer Accounts department
* Control resources and utilise assets to achieve qualitative and quantitative targets
* Adhere to and manage the approved budget.

## Key skills

* Reporting Skills
* Administrative Writing Skills
* Professionalism
* Verbal Communication
* Financial Budgeting skills
* Problem Solving
* Attention to Detail
* Discretion and Judgment
* Teamwork
* Patience
* Microsoft Office Skills