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| **TITLE:** | **Contact Centre Outbound Representative** |
| **REPORTING TO:** | Contact Centre Manager |
| **LOCATION:** | Contact Centre - Territory |

Position Purpose

* To provide accurate and exceptional levels of customer service through all phone and email interactions in a timely manner.
* To maintain a current and strong knowledge of BOUNCE product and service offers to ensure customers are provided with the most appropriate and accurate information at all times.
* To build strong customer relations and optimise the sales and growth of Bounce.

Company Vision

**TO CREATE THE FREE JUMPING REVOLUTION**

**WITH AN EXPERIENCE THAT IS LOVED BY OUR CUSTOMERS**

**AND LEAD BY OUR TEAM**

BOUNCE is a fast paced and energetic environment full of smart people who make things happen.

Our Values

We have a powerful working culture that fuses passion, connectivity, accountability and evolution of the BOUNCE experience.

These are the BOUNCE values:

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| * **Passion** | * You can’t deliver the vibe unless you’re feeling it. * Jump around. Make someone’s day. Enjoy yourself. |
| * **Unity** | * We’re a team. We jump together and we’re building a revolution together. * Talk straight. Talk often. Stay tight. |
| * **Accountability** | * We need leadership at every level. * Take charge. Solve problems. Make it safe. Make people happy. |
| * **Keep it fresh** | * We want to be a loved regular haunt. * Encourage & Inspire. Help evolve & vary the experience. |

Key accountabilities

**Values & Behaviours**

* Lead by example by living BOUNCE Values on a day to day basis and encourage and help all team members to do the same
* Positively influence and maintain the BOUNCE culture through direct and indirect action as needed
* Take every opportunity to promote the BOUNCE Vision, Values and Culture both internally and externally

**Sales**

* Working in conjunction with the Marketing team to drive results through marketing campaigns.
* Make various outbound call campaigns.
* Achieve Monthly Sales Targets and Call quality KPI’s

**Customer Service**

* Facilitate a culture supporting Free Spirits Unleashed!
* Provide friendly and helpful customer service in line with the BOUNCE values that leave customers feeling supported, acknowledged and reassured
* Take ownership of interactions with customers and ensure that the required follow-up occurs to ensure a resolution is achieved
* Provide customers with timely and accurate information in response to queries via phone and email
* Maintain a strong knowledge of product/service offering to provide the most appropriate information to the customer
* Ensure accurate data entry using online systems
* Follow guidelines and processes to ensure an efficient and exceptional level of customer experience
* Make recommendations to customers of the different types of experiences within our venue ( e.g. parties, coaching, hosting, functions, etc.)
* Arrange bookings for parties , groups or events, ensuring confirmation and payments are actioned within the required timeframes
* Process payments using VT and complete related administration work
* Ensure booking system and other methods of tracking activity are updated in a timely and accurate manner
* Resolve customer issues in a friendly and calm manner and escalate to Team Leader if required
* Actively participate in team discussions, meetings and other team forums to impart knowledge and keep abreast of new products/services to be communicated to customers
* Contribute to building a team atmosphere and exceptional customer service culture in the Contact Centre
* Proactively identify new business opportunities and maintain relationships with existing customers to ensure excellent levels of customer service are maintained
* Achieve set sales targets and pursue profitable growth opportunities
* Analyse the market area to identify means of attracting new customers

**Safety**

* Ensure communication of the BOUNCE safety message is clear and effective
* Actively promote the BOUNCE Safety culture to customers and contribute to a safe working environment