POSITION DESCRIPTION

ROLE DETAILS			
JOB TITLE:	Customer Support Officer	**TEAM:**	Support
LOCATION:	Armidale, Remote	**POSITION TYPE:**	Full Time

GENERAL ROLE DESCRIPTION

The Customer Support Officer is responsible for providing high quality and efficient service and support to customers through daily interaction via telephone, email and screen sharing. This involves understanding product features and functionality, interpreting customer questions and complaints, constructing solutions, communicating effectively and a high attention to providing great customer experience.

Additionally, the position reports to and is responsible for assisting the Customer Support Team Lead with improvements to software programs. Position also provides assistance to the General Manager in areas of customer relationship management and office administration.

DESIRABLE QUALIFICATIONS OR KNOWLEDGE

- Minimum two years of customer service or customer support experience
- Experience or knowledge of the role of data collection in business or the livestock industry is highly desirable
- Prior exposure to Livestock or Agriculture industries highly desirable Good communication and relationship-building skills
- Strong understanding of the technology environment including hosted environments and client hardware configuration
- Strong analytical, problem-solving skills
- Organised and proficient in time-management
- Understanding of the principles of software development is highly desirable
- Successful completion of undergraduate degree in IT, Commerce or related discipline is desirable but not necessary

WORK DETAILS	
KEY RESPONSIBILITY AREA	**KEY DELIVERABLES AND RELATED TASKS**
Deliver excellent technical and product Support to customers.	- Provide daily direction and communication within the business to ensure customer support needs are addressed in a timely, efficient and knowledgeable manner. - Ensures customer enquiries are addressed in an effective and timely manner including appropriate escalation of issues and needs to development and/or management. - Where necessary undertake work outside normal business hours and location. - Provide evidence-based feedback when proposing system improvements or changes to meet customer needs.
Provide Level 2 technical support	- Be subject matter expert in support of the 'Stockbook' platform. - Maintain currency of product knowledge to ensure capacity to provide advanced technical support to customers and work to reduce escalation rates to Development team. - Where necessary assist in, or in organising, testing of new functionality within the product suite. - Ensure enhancements to product knowledge are routinely documented, shared and embedded within Outcross Systems knowledge management system, e.g. Knowledge Base.
Customer experience improvement	- Suggest or implement work procedures, systems and processes that provide improvement in customer experience metrics. - Work as a team member on special projects that contribute to business process improvement – e.g. CRM or Support ticketing system implementation.
Support business operations	- Be active in periodic assignments to other elements of Outcross Systems business to gain understanding of business operations. This may include participation in field sales events, customer site visits and industry relationships. - Provide input on product and platform improvements to the sales and development teams including implications and benefits for customer sites.

Be an advocate for the customer	- Understand customers' technology needs and in consultation with sales team, develop plans to address them; recognising potential risks and mitigations associated with these developments. - In consultation with the sales team and working as key contact point for the customer, implement technology and process enhancements that improve the customer's business efficiency. - Act as a point person for addressing customer business process, product or technology requirements. In doing so, ensure timely and sufficient scoping of customer needs so as to provide actionable detail for development team.

ADDITIONAL NOTES/COMMENTS:

All duties and responsibilities are essential functions and requirements, and are subject to possible modification to reasonably accommodate individuals with disabilities.

To perform this job successfully, the incumbent will possess the skills and abilities to perform each duty proficiently.

The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.

WORK DETAILS

LAST UPDATED BY:	SEBASTIAN MEIER	DATE:	05 APR 2022
APPROVED BY:		TITLE:	CUSTOMER SUPPORT TEAM LEAD