

# Employment Information Kit

## Customer Service Operator



## About this Information Kit

Thank you for your interest in employment with EastLink.

This Employment Information Kit provides you with the relevant information you need about this opportunity to help you decide whether to apply for this position.

Outlined in this document are details about EastLink, information about the recruitment department and position, the selection process and information on how to prepare your application.

You are encouraged to read this information carefully in order to develop an understanding of the requirements. You should assess yourself against the key selection criteria before deciding to apply for the position and prepare an application according to the guidelines outlined in this information kit.

## Recruiter Contact Details

Telephone enquiries for this position can be directed to Narelle Anderson on 9955 1700.

Unless otherwise stated, correspondence in relation to this position should be forwarded to:-

Human Resources  
EastLink  
2 Hillcrest Avenue  
(PO Box) 804  
Ringwood Victoria 3134

Candidate applications can be submitted via email in Microsoft Word or PDF format to [recruitment@connecteast.com.au](mailto:recruitment@connecteast.com.au)

## About EastLink

ConnectEast is the owner and operator of EastLink, Melbourne's second fully-electronic tollway and, since its opening in June 2008, already one of the busiest roads in Victoria.

EastLink comprises about 39km of freeway-standard road and connects the Eastern Freeway in Melbourne's east to the Frankston Freeway in the south. EastLink also includes the Ringwood Bypass and Dandenong Bypass as untolled additions to the state road network.

EastLink was delivered by ConnectEast under the Victorian Government's Partnerships Victoria framework with a construction cost of Au\$2.5 billion.

The motorway saves drivers valuable time and provides the fast-growing eastern and southern regions of Melbourne with a more efficient and accessible transport network, as well as a 35km shared bicycle and walking path for local residents, wetlands and revegetation of open space areas and parkland.

Currently EastLink employs more than 200 people in a range of highly specialised operational and support roles across the organisation including:

- Asset and Road Management
- Information Technology
- Corporate Affairs
- Customer Service
- Finance
- Operations
- Legal
- Human Resources
- Marketing
- Risk, Safety & Internal Audit

With the lowest private tolls in Australia, EastLink is committed to providing Victorians in Melbourne's rapidly growing eastern and south-eastern suburbs with an affordable travel option, supported by high quality and friendly customer service.



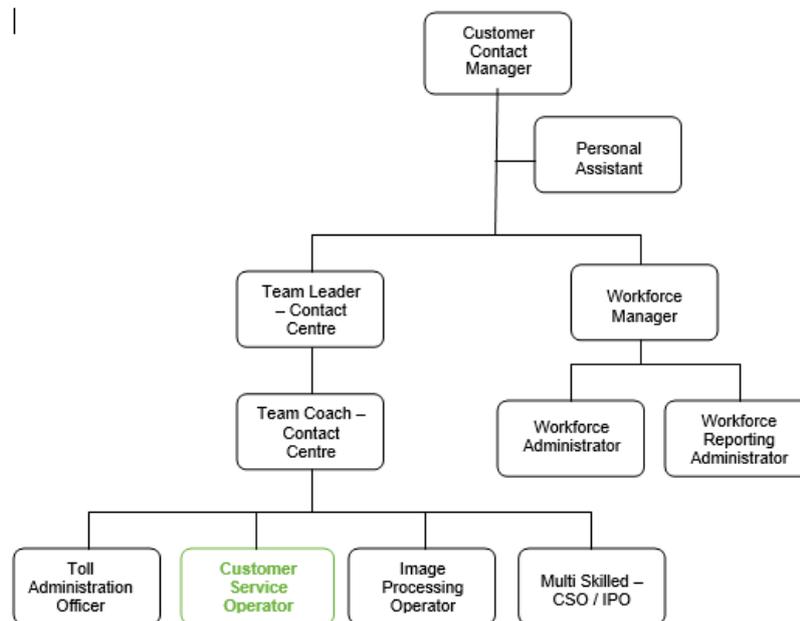
## Our Values and Behaviours

<p><b>Custodianship – We protect and enhance our assets and the environments in which we operate, recognising the interests of our stakeholders</b></p>	<ul style="list-style-type: none"> <li>• We manage and operate EastLink for the long term</li> <li>• We work efficiently, but we don't take short cuts</li> <li>• We care for our environment</li> <li>• We involve ourselves as a responsible member of the surrounding community</li> </ul>
<p><b>One team – We encourage and share ideas across the organisation and with others. We turn what we learn into smarter ways of working</b></p>	<ul style="list-style-type: none"> <li>• We work together, encourage each other and share knowledge and ideas</li> <li>• We communicate openly, honestly and treat each other with respect</li> <li>• We consider the whole of business when making decisions and avoid silo thinking</li> <li>• We challenge ourselves and others around us</li> </ul>
<p><b>Safety – We look after each other and everyone on EastLink</b></p>	<ul style="list-style-type: none"> <li>• We take responsibility for our own safety and encourage others to do the same</li> <li>• We implement the appropriate measures to do each job safely</li> <li>• We proactively report unsafe working conditions, work practices or behaviours</li> <li>• We provide motorists with a safe and positive experience that encourages them to use and recommend EastLink</li> </ul>
<p><b>Accountability – We communicate openly and deliver on our commitments and earn the same in return</b></p>	<ul style="list-style-type: none"> <li>• We accept responsibility for our decisions and actions</li> <li>• We deliver on the commitments we make</li> <li>• We conduct our business ethically and lawfully</li> <li>• We consider and actively manage risk in all we do</li> </ul>

## About the Position

### The Department

EastLink's Customer Contact has been established to ensure customers can communicate their needs by face to face, telephone, integrated voice recognition, SMS and email. Customer Contact must achieve a level of service that meets or exceeds KPI requirements which include customer service conduct, handling and reporting customer complaints and assurance of customer privacy requirements.



### The Position

The role of the Customer Service Operator is supported by a Team Coach and Team Leader in the delivery of quality customer care. The objectives of the position are to:

- provide a courteous high quality response to customer enquiries, requests for service and business transactions received by telephone;
- enhance and promote EastLink's public image and the effectiveness of the Contact Centre Team by acting as a key link in the relationship between the organisation and its customers; and
- support the operations of EastLink in accordance with service levels and standards.

This role may also require Image Processing tasks which are supported by a Team Leader in the delivery of system verification functions.

## Role Responsibilities

The Customer Service Operator will be the first point of contact for EastLink's customers by handling a variety of inbound calls, providing information and resolving customer queries regarding EastLink's products and services and wherever possible, handle the customer query in the one call or interaction. Key responsibilities for this position include:

Handling the following indicative calls:

- account enquiries
- payments
- trip passes
- toll invoices
- trip calculations
- campaign and product enquiries

Delivering quality customer service by:

- investigating and resolving customer enquiries to the mutual satisfaction of the customer and EastLink
- understanding and applying knowledge on the policies and procedures provided by EastLink
- providing advice to customers on EastLink products and services

Administering and maintaining current customer information in EastLink's customer systems including:

- updating and maintaining customer accounts
- adjustments
- customer notes
- customer follow up

Achieving current key performance indicators in the following six (6) areas:

- customer service (call quality)
- call handling (average handling time)
- schedule adherence (compliance to roster and compliance to call wrap up)
- safety in the workplace
- behaviour (Values and Behaviours)



In addition, there may be occasions where you will be requested to assist with Image Processing tasks, including Manual Consolidation (reading of images) and audit tasks.

## Key Selection Criteria

In addition to the behavioural competencies outlined in this document the key selection criteria is as follows:

### Formal Education

- Year 12 or an equivalent.
- Certificate III or IV in Customer well regarded.
- Certificate II, III or IV in Telecommunications (Call Centres) well regarded.

### Skills / Knowledge / Abilities

- Experience in a telephone based environment.
- Previous experience in a customer service environment.
- Demonstrated accurate data entry and numeracy skills.
- Experience using computers and other technologies.

### Key Competencies

- Accepts personal responsibility for the quality and timeliness of work. Can be relied upon to achieve results with little need for supervision.
- Adapts easily to changing business needs, conditions and work responsibilities. Adapts approach, goals and methods to achieve successful solutions and results in dynamic situations.
- Uses learning techniques to acquire and apply new knowledge and skills; uses training, feedback or other opportunities for self learning and development.
- Is thorough when performing work and conscientious about attending to detail.
- Complies with policies, procedures, workflows and instructions.
- Displays a high level of effort and commitment towards performing work; demonstrates responsible behaviour.
- Makes timely decisions even under ambiguous circumstances or when data or information is limited.
- Builds and maintains internal and external customer satisfaction with the services offered by the organisation.
- Earns the trust, respect and confidence of team members and customers through consistent honesty, forthrightness and professionalism in all interactions.
- Understands and follows applicable legislation, regulations and other standards to establish and/or maintain a safe work environment.
- Is self directed and motivated and can work effectively with freedom from control or influence of others.
- Sees detail in words, numbers, pictures and graphs quickly and accurately.
- Sets well defined and realistic personal goals; monitors progress and is motivated to achieve; manages own time and deals with stress effectively.
- Receives, attends to, interprets and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.
- Builds constructive working relationships characterised by a high level of acceptance, cooperation and mutual regard.
- Deals effectively with pressure; maintains focus and intensity and remains optimistic and persistent, even under adversity. Recovers quickly from setbacks. Effectively balances personal life and work.
- Focus on the task at hand and desired outcomes and how best to achieve them.

## Inherent Requirements

EastLink has identified the following inherent requirements that are essential for the effective and safe performance of this role.

### People

- Accessing, viewing and updating sensitive information which may relate to customers, employees and/or company intellectual property;
- Honest, trustworthy and high level of integrity;
- Interacting with colleagues and senior management from across the organisation;
- Interacting with suppliers and contractors providing a service to EastLink; and
- Working independently and also within a team.

### Work Environment

- Adjusting ergonomic equipment such as a computer and/or chair height which may be required due to sharing resources;
- Be eligible to hold a current security pass for EastLink workplaces;
- Working across multiple locations which requires travel between such locations;
- Working in a multi-storey building;
- Working in an open plan office;
- Working within an audited work environment, receiving regular performance related feedback; and
- Meeting reasonable occupational health and safety standards which are in direct compliance with relevant laws.

### Resource Utilisation

- Using technology including photocopier, fax machine, etc;
- Using a telephone with handset or headset; and
- Using computer technology; including a large scale visual display unit, computer keyboard, mouse and/or scanner for extended periods of time.



### Physical

- Ability to speak and be clearly understood on the telephone;
- Being seated at a desk for prolonged periods of time while operating technology;
- Concentrating for reasonably long periods of time;
- Extended reaching;
- Keyboarding tasks;
- Listening, retaining information and understanding what is said; and
- Undertaking tasks which are visually demanding or critical for long periods of time.

## Eligibility to Apply

To be eligible for employment with EastLink, you must be an Australian citizen, an Australian permanent resident, a citizen of New Zealand who entered Australia on a current New Zealand passport or a non-Australian citizen holding a valid visa with work entitlements.

## Key Selection Criteria

Advertised vacancies often attract a number of very good quality candidates so it is in your best interest to prepare an application that will demonstrate to EastLink that you are able to satisfy the requirements of the role.

Before you begin your application it is important that you read this document carefully and decide whether your skills and abilities match the requirements of the position. If you require additional information to make this assessment it is recommended that you phone Human Resources for a confidential discussion.

You may also wish to research additional information which may be sourced from documents found on our Internet site – [www.eastlink.com.au](http://www.eastlink.com.au)

## Submitting an Application

Written applications are to be sent to the address nominated in the advertisement or this document. Your application must arrive before the advertised closing date to ensure consideration.

As outlined above, your application covering letter should contain statements addressing the outlined questions in the advertisement. . In addition, a resume, which includes your personal particulars including day time contact details, employment history (list your most recent employment first), relevant qualifications and the names and contact details for at least three recent referees, including current manager or supervisor should also be provided.

Some things to remember:

- Be concise and organise your application
- Please don't include copies of qualifications or certificates (these can be obtained later)
- If forwarding your application by mail, please don't insert your application in folders, they are only discarded and disposed of prior to your application being considered
- Each answer is to be 100 words or less

**Please be advised that applications which do not include a covering letter addressing the key criteria of the role and a current resume will not be considered.**

## Selection Activities

The selection process for this role consists of a number of important components all of which require success to be eligible for an appointment.

### Initial Screening

The selection process begins with EastLink reviewing your resume and making an assessment of your skills, knowledge and abilities giving consideration to our education, experience and employment history and assessing their relevance to the requirements of the position. It is important, therefore, that your application addresses all aspects of the selection criteria as clearly as possible. Spelling and grammar are an important element to your application, so you should review your application carefully prior to sending.



### Telephone Screening

Human Resources may contact you by telephone to discuss your application and the position further. This is your opportunity to represent yourself, and to discuss why you have applied for the position. You will be able to talk about your expectations and find out more about the position and work environment.

### Assessment Centre

Should you be short listed to attend an assessment centre you will be notified by Human Resources. In the assessment centre you will be assessed in a group with other applicants. There will be individual and group assessments and this is an opportunity to learn more about the role.

### Interview

Short listed candidates will be interviewed by a small selection panel at either EastLink's Ringwood Office or Mount Waverley office, depending on the location of the role. If you have any special requirements (eg. disabled parking, wheelchair access) please contact Human Resources so that appropriate arrangements can be made.

The selection panel will ask you a series of behaviour based interview questions related to the selection criteria. At the interview, the panel will be seeking to determine your relative strengths and weaknesses in relation to the position by asking you about specific examples or occasions when you have displayed the required competencies.

You will have the opportunity to ask questions, given the chance to demonstrate your interest in and understanding of the position and its duties. You should allow up to an hour and a half for an interview. It isn't necessary to bring anything with you to the interview.

Candidates short listed at this stage of the selection process may be required to attend a second round interview.

### **Technical Skills Assessment**

Short listed candidates may be requested to complete technical competency assessment following the interview.

### **Pre-Employment Checks**

EastLink is committed to providing a safe and healthy working environment for its employees, contractors and visitors. To achieve this, EastLink strives to ensure that employees are not required or permitted to undertake work for which they are not suited and to take appropriate measures to allow work to be done in a manner which will not put any person at risk to their health and safety.

To assist EastLink in achieving this objective, short listed candidates will be required to complete a pre-existing health declaration and must disclose any/all pre-existing injuries or diseases suffered, which, they reasonably believe could be accelerated, exacerbated, aggravated or caused to recur or deteriorate by them undertaking this role.

Short listed candidates may be required to undergo a vision assessment by an Optometrist and a hearing assessment by an Audiologist prior to commencing employment. The cost of this consultation will be met by EastLink.

### **Referees**

In accordance with EastLink policy a minimum of three (3) professional referees are required. This should include, where practicable, the most recent manager / supervisor who can be contacted to discuss the employment application.

### **Eligibility for Appointment**

Candidates who complete the selection process and meet all the selection criteria will be eligible for appointment with EastLink. Where there are more eligible candidates than available positions, offers of employment will be extended to those candidates whose attributes are most closely aligned with the organisation's requirements.



## Other Information

### Position Status

There are a number of casual positions available.

### Remuneration

The total remuneration, which includes superannuation, offered for this role will be governed by the *ConnectEast Customer Operations Employees Collective Agreement 2017*.

### Commencement

The start date for this position is Monday 13<sup>th</sup> May 2019.

### Proof of Entitlement to Work

Upon commencement of employment with EastLink all new employees will be required to confirm their identity and present proof of entitlement to work in Australia. The following documents will be accepted:

- Australian birth certificate
- Australian citizenship certificate
- Certificate of evidence of citizenship
- Australian passport
- Valid visa with permission to work

## **Probation**

All new employees of EastLink will be subject to a probationary period of three (3) months. Confirmation of continuing employment beyond the end of the probationary period will be provided before the expiry of the probationary period and will be contingent upon satisfactory performance, satisfactory behaviour and meeting any necessary security clearance or other specified employment pre-requisite requirements.

## **Police Check**

Successful applicants shall be required to consent to, and satisfactorily complete, a criminal history check upon commencement of employment at no cost to the employee.

## **Location**

This role will be based at Mount Waverley and the incumbent may be required to travel or transfer between locations to the extent needed to effectively carry out the responsibilities of the role.

## **Hours of Work**

Shift lengths will typically be 7.5 hours. However, the successful applicant may be expected to work hours as is reasonably necessary for the proper performance of their duties whether during or outside normal business hours.

The Contact Centre operational hours are as follows:

- Monday to Friday 7am to 6pm
- Saturday, Sunday and Public Holidays – Closed

Employees will be required to work across a rotating roster.

## **Travel**

Travel expenses, as per EastLink policy will be reimbursed to employees requested to attend a location that is not their normal work location. The amount paid for motor vehicle expenses will be based on the Australian Taxation Office provided schedule and will be calculated on the additional distance they are required to travel over and above their normal travel between home and work.

## **Qualifications**

If you list formal qualifications on your application, please note that you may be required to provide the original qualifications at any time during the selection process.

However, if you are the successful applicant, either on engagement, promotion or transfer, you will be required to provide the original qualifications prior to commencement in the position.

## Work Life Balance

A number of initiatives have been introduced across the organisation which demonstrates our commitment to work life balance. These initiatives are underpinned by our values and behaviours and are embedded in policy and procedural arrangements and the *ConnectEast Customer Operations Employees Collective Agreement 2013*.

EastLink is committed to conditions of employment that support employees to achieve a successful work life balance through diversity of choice with regards to work patterns and a range of leave arrangements to enact the *Time Better Spent* philosophy of a better balance of work, family and lifestyle commitments benefiting employees and the organisation.

Some of the arrangements that EastLink supports include:

- Flexible Working Hours
- Part Time Work
- Job Share
- Internal Promotional Opportunities
- Time in Lieu
- 48/52 Leave



## Benefits

EastLink also offer a range of benefits to enhance the employment experience of its people which may include:

- Employee Tolls Reimbursement
- Fruit in the Workplace
- Health & Wellbeing Program including health assessments
- Employee Assistance Program
- Social Club
- Discount Employee Benefits
- Subsidised study fees

## Smoke Free Workplace

The health dangers associated with active smoking are well known. ConnectEast also recognises that passive smoking may be hazardous to health and that non-smokers should be protected from the involuntary inhalation of second hand tobacco smoke.

EastLink is a smoke free environment and smoking on Eastlink work premises is not permitted.