



Call or Contact Centre Operator

ANZSCO 541112

Description
Answers customer telephone, internet and email inquiries about goods and services, and promotes the goods and services.
Typical work tasks (may include any combination of the following)
<ul style="list-style-type: none">• Answers incoming calls, emails and messages, and assists customers with their specific inquiries• Identifies requirements and records information into computer systems• Creates further interest in goods and services by offering customers more information about goods and inviting customers to use services on offer.• Updates databases to reflect changes to the status of customers and prospective customers.• Arranges the despatch of goods, information kits and brochures to customers and interested parties.• Undertakes clerical duties, such as faxing, and filling out paperwork, and liaising with other departments associated with completing the customer contact.• Issues invoices and receives electronic payments for goods and services provided.
Typical work environment
<ul style="list-style-type: none">• Works indoors in office environments.• Works predominantly at an office desk with a computer workstation.• Frequently works in adequately heated and ventilated spaces.
Typical physical and mental demands
<ul style="list-style-type: none">• Sedentary• Constantly sits at a workstation and carries out a variety of both manual and computerised data entry and word processing tasks and answers the phone or makes calls.• Occasionally employees stand and walk about the office to communicate with other staff members.• Lifting, carrying, stretching, twisting or climbing is not a significant component of this job.• Bending, squatting or crouching is not a significant component of this job.• Repetitive arm hand and finger movements are constant for computer related tasks.• Use of hand-held objects such as pens, calculators and staplers, as well as telephones will also be occasional to frequent. Will also need to operate printers, copiers and a range of other office equipment and refill paper trays and ink supplies.• Mental skills necessary include a sound level of recording, organisation and communication skills.
Further comments
<ul style="list-style-type: none">• There are opportunities for flexibility of movement.
Key entry requirements (skill level, qualifications, licenses)
A New Zealand Register Level 2 or 3 qualification (ANZSCO Skill Level 4) or at least one year of relevant experience. In some instances particular experience and/or on-the-job training may be required. For entry-level positions on-the-job training is sufficient.

This document is based on ANZSCO 2013. Other sources of information that may have been consulted are industry contacts, employers, newspapers and internet-based sources. For physical demand level definitions see Matheson, L.N. (2003). Functional Capacity Evaluation.