

Contact Centre Manager

ABOUT THE COMPANY

We are a Sydney based Australian consumer electronic specialty retailer with a focus on photography. We operate multiple businesses from wholesale to retail across 5 locations including 4 stores and online. One of the best parts of our business is our team – innovative, flexible and willing to make decisions. We work collaboratively and creatively to develop our business, our people and our partnerships.

We love photography and believe that developing our customers' knowledge and creativity is just as important as selling them a product, so our intentions are good. We have a solid track record of continuous growth and are involved in amazing creative pursuits.

ABOUT THE ROLE

The Contact Centre Manager is responsible for driving sales, managing and coaching the Contact Centre team, and ensuring all operational and behavioural standards are met. Through exceptional sales and service standards, the Contact Centre Manager will engage customers and the team to deliver positive outcomes.

To be successful in this role you will have the ability to:

- Consistently and effectively manage contact centre operations
- Deliver exceptional sale and service standards to exceed customer expectations and meet KPIs
- Manage all sales channels including phone, Live Chat, email and web transactional functions
- Report and analyse call centre statistics (sales, costs, customer service metrics etc.)
- Maximise the profitability of every sale through the understanding of key margin drivers
- Manage department expenditure and salary control through effective rostering principles
- Manage and coach team members in line with business objectives and professional standards
- Support key product and promotional activity
- Maintain operational compliance in line with policies and procedures
- Maintain and demonstrate a high level of product knowledge
- Oversee stock movement via returns department
- Support customer education events and activities

WHAT YOU NEED

- 2 - 5 years' experience leading a sales and after sales service teams
- Experience in retail and/or call centre industry is essential
- A strong drive for results and a customer-centric focus
- Excellent communication with the ability to influence positive outcomes
- Ability to develop and nurture performance across sales and service

- Experience in recruitment, training, personnel development, succession planning and the confidence to undertake regular staff performance reviews to ensure productivity
- Strong business acumen with an understanding of retail performance indicators and experience in managing department administration
- A proven ability to manage conflicting priorities
- Understanding and commitment to Work, Health & Safety Standards
- Intermediate level computer skills, confidence with Office 365 and retail management systems
- Availability across an 80-hour fortnightly roster including weekends and late-night trading

This is an excellent opportunity that will provide the right person with the resources and support to reach their potential and personal goals.

Applicants should have:

- The right to work in Australia
- Experience in call centre management
- Experience working towards targets and KPIs
- Experience in the retail industry
- An expectation of annual salary range of \$65 – 70,000 p.a. plus super & sales incentive

To apply, send a cover letter and resume to careers@digitalcamerawarehouse.com.au or apply via LinkedIn