

## Position Description

Position Title:	Customer Experience Manager
Reports to:	Executive Manager Customer Optimisation
Division:	Program Delivery
Location:	Orange, NSW (Remote working arrangements considered)
Employment Status:	Ongoing
Hours:	Full Time - 36.75 hours/week
Salary Band:	REL1
Security Clearance:	National Background Police Check
Citizenship:	Permanent right to work in Australia

## About us

RIC (Regional Investment Corporation) is an Australian Government finance provider for farmers and farm-related small businesses. We were established under the *Regional Investment Corporation Act 2018* (RIC Act) to provide low-cost loans to strengthen Australian agriculture and grow thriving regional communities.

RIC farm loans support our customers to prepare, manage through and recover from drought, natural disasters or biosecurity risks causing severe financial disruption. We help accelerate plans for first-generation farmers and next-generation farmers.

### Our culture & people

Our people have vision and are empowered to build a leading Australian Government agency known for its contemporary service, expertise, and integrity. They are committed, innovative and their achievements are celebrated. They are as diverse as the work they do. RIC has a vibrant culture which is based on the following Culture Statements:



Be bold, act  
with purpose



We are down  
to earth



We embrace  
difference and  
act as one

## Our customers

We aim to deliver a first-class customer experience by partnering with our customers from the beginning of their journey with us. We respect the time of our customers by being transparent with them about the loan process, keeping things simple and understanding their needs.

Put simply, our customer experience principles are:



- Respect my time
- Simple and Seamless
- Partner with me
- Understand me

## About the job

As the Customer Experience Manager, you will develop artefacts and mechanisms to effectively disseminate customer insights that facilitate decision making, priority setting and innovation across RIC. Your focus will be working with a variety of cross functional stakeholders to act as a key advocate in the customer experience ensuring that the RIC remains customer-centric by integrating customer feedback into our processes, contribute to our ongoing process improvements and embed a customer-first mindset.

You will be responsible for:

### Customer insights and reporting

- Preparing and analysing internal and external data, translating it into actionable insights that enhance customer and business efficiencies.
- Designing and executing a quarterly review of customer feedback, insights, reporting and providing recommendations aligned with our overall strategy.
- Developing and implementing customer experience strategies that are driven by customer insights, data analytics and market trends that are aligned with business objectives.
- Managing the Voice of the Customer program to ensure feedback and insights are used to continuously improve RIC's products and services
- Analysing industry best practices and emerging trends in customer experience, integrating these insights into a continuous improvement roadmap.

### Stakeholder relations

- Collaborate with the operational teams to execute the Customer Experience strategies, ensuring swift adjustments based on customer feedback and operational realities to eliminate friction and enhance the overall experience
- Communicate the customer experience vision and progress to key stakeholders, ensuring alignment with broader strategic priorities and driving buy-in across the organisation
- Work with internal Salesforce team to implement changes to uplift program efficiency and analytics capability via data integration, automation and AI.
- Be the custodian of the RIC's user interaction with our Salesforce CRM, and key customer delivery lead for all change and project initiatives

### Contact Centre

- Manage the day-to-day development and coaching of the frontline contact centre team and associated the processes and functions

- Be the first point of contact for response, management and resolution of customer complaints, liaising with appropriate stakeholders and escalating matters, where required and in accordance with RIC processes.
- Provide feedback to the relevant Manager's and/or teams in relation to any learnings or improvements to be made as a result of customer complaints where appropriate.

## About you

### Job Capabilities

To be successful in this role, you are required to have the essential attributes of a recognised leader:

- High level research and analytical skills (including conceptual and problem-solving skills) and sound judgement
- Demonstrated ability to contribute to the identification and implementation of process and system improvement initiatives
- Strong internal and external stakeholder management skills including an ability to work collaboratively at all levels
- Ability to advocate for the customer experience and work cross-functionally with leadership, operations, and frontline teams to embed a customer-first mindset.
- Exceptional communication skills, both verbal and written with proven success in customer experience and conflict resolution
- Proven ability to navigate areas of conflict in an open, positive and proactive way
- The ability to remain calm in stressful situations and challenging circumstances
- An ability to plan, manage and coordinate projects to meet and deliver on deadlines
- Proven ability to motivate, inspire and lead a team of professionals with accountability for developing, coaching and mentoring employees, managing performance and conflicts and identifying and delivering relevant training
- Ability to role model RIC's behaviour standards and code of conduct and be a leader in creating a collaborative, consultative and engaging workplace culture.

### Knowledge and Experience

To deliver a first-class customer experience, you will have:

- Proven experience in a similar role (5 years or more)
- Demonstrated experience in managing and coaching staff in a high-volume contact centre environment,
- Experience in Salesforce as a Customer Relationship Management (CRM) system
- Strong experience in customer experience strategy
- Strong understanding of human centred design principles, and customer service practices

### Qualifications

- Relevant tertiary qualifications in business/management or similar
- Tertiary qualifications in Business, Marketing, Economics, or related field would be highly regarded

### Eligibility/other requirements

You will be required to undergo pre-employment screening including:

- National Police History Check
- Baseline Australian Government Security Vetting or above or a willingness to undertake a security vetting process

### How to Apply

You are requested to apply online by submitting:

- a current resume/CV; and
- a statement of no more than 750 words aligning your skills and experience to the job and the capabilities required to perform it.

Your application will be assessed on your ability to demonstrate that you possess, or have the real potential to develop, the required capabilities, knowledge, experience and qualifications to perform the role. Where possible, you should support your claims with specific examples of what you have done and how you did it.

I acknowledge that I have read and understood the duties, responsibilities and delegations of the position as outlined in the above Position Description.

<b>Name:</b> Click or tap here to enter text.	<b>Signature:</b>	<b>Date:</b> Click or tap to enter a date.
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