

BSBCCO607A Manage Customer Contact Centre Staffing

This unit describes the performance outcomes, skills and knowledge required to maintain stable and productive staffing levels in a business unit within an organisation.

Designed for:

This unit applies in a business environment where a manager has overall responsibility for the recruitment, induction, retention and training, and regulatory and legislative compliance of staff.

Competence in this unit requires people management skills, and knowledge of recruitment, remuneration, incentive and compliance issues. This unit is very broad; it requires broad management skills and knowledge. This role is undertaken by those with managerial responsibility.

Duration:

1 day

Elements of Competency and Performance Criteria

Develop and apply recruiting and staff retention strategies

- Develop and maintain job descriptions for all customer contact roles
- Develop and maintain position profiles for all customer contact roles
- Apply interviewing techniques in staff selection processes
- Identify critical churn factors by analysis of staff turnover records and exit interview records
- Introduce staff retention strategies to reduce churn

Manage induction and ongoing staff training

- Arrange for the skill levels possessed by all staff to be audited
- Arrange the identification of skill needs and skills gaps for all customer contact roles
- Distinguish between technology skill and customer service skill needs
- Develop training plans to meet identified skills gaps
- Identify suitable sources of training support
- Arrange training programs to reduce skills gaps for all staff

Establish a performance management program

- Develop and maintain key performance indicators and/or competency sets for all staff
- Agree on key performance indicators with each customer contact staff member
- Plan and maintain review dates and data collection to enable performance management
- Conduct performance reviews and produce effective personal development plans

Manage remuneration and incentive programs

- Determine key performance indicators for individuals or groups
- Set appropriate remuneration levels for job accountabilities and industry
- Initiate incentive schemes using key performance indicators which are within the control of staff
- Regularly review remuneration and incentive schemes to ensure effectiveness
- Implement audit process to ensure integrity of programs

Manage compliance with statutory and regulatory requirements

- Maintain personal and staff awareness of all relevant statutory and regulatory requirements
- Ensure total compliance to statutory and regulatory requirements
- Identify, record and rectify any breaches of statutory and regulatory requirements
- Implement compliance training and review programs as required



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