



The Australian Wine
Research Institute



AWRI
COMMERCIAL SERVICES
SO MUCH MORE THAN A GREAT LAB

POSITION DESCRIPTION

Title of Position: Customer Service Manager

Reporting to: Operational Support Manager

Overview:

The Customer Service Manager (in conjunction with the customer service team) is the primary interface between AWRI Commercial Services and its fee-for-service customers. This role is responsible for driving a customer-focused culture for all service delivery and ensuring the best possible customer experience. The role also supports business development and marketing programs across both traditional and emerging industry sectors.

Qualifications:

A degree in Business Administration, Commerce, Marketing or equivalent experience.

Experience:

Minimum of at least 3 years' experience in customer service, sales or marketing roles.
Experience in the wine industry and knowledge of export and laboratory practices is highly desirable.

Principal Accountabilities:

1. Lead, drive and promote a customer-focused culture within AWRI Commercial Services.
2. Coordinate with the Business Development Manager – Commercial Services and AWRI marketing resources to support the development and implementation of advertising and promotional activities.
3. Measure and report customer service satisfaction indicators to the AWRI Commercial Services management team.
4. Coordinate the structure and daily operation of the AWRI Commercial Services customer service team.
5. Coordinate the receipt and registration of new samples for analysis; the creation and maintenance of client accounts; and the consistent and accurate recording of relevant information.
6. Be responsible for the timely distribution of invoices to clients and other account management activities.
7. Ensure consistent, high-quality customer service and communication and ensure that all queries are responded to in an efficient and timely manner. Maintain a focus on building customer relations within the Australian wine industry and with other key stakeholders.
8. In consultation with the Operational Support Manager and the Corporate Services group, support the ongoing maintenance and improvement of the Commercial Services website, the Laboratory Information Management System (LIMS) and Customer Relations Management (CRM) system, as relevant to customer service and administrative processes.

9. Coordinate and provide in-house training for the AWRI Commercial Services customer service team to maintain an efficient and effective service to customers.
10. Contribute to the advancement, welfare, development and performance of the customer service team. Assist with the recruitment of staff as required.
11. Contribute to the maintenance of AWRI Commercial Services' NATA accreditation and the quality of its analytical services by complying with existing procedures, contributing to the development and updating of standard operating procedures, and responding to customer concerns and implementing corrective actions which relate to administrative issues.
12. Ensure rigorous maintenance and archiving of laboratory documentation in order to meet the AWRI's regulatory requirements.
13. Undertake other duties as directed by the Operational Support Manager, the Group Manager – Commercial Services or the Managing Director.
14. Accept that all intellectual property, patents and discovery arising during the course of employment at the AWRI remain the property of the AWRI.
15. Promote the general well-being of the AWRI by ensuring that all contact with clients, staff or the public is performed in a professional and confidential manner.

Person Specification:

1. Proficient in the use of Microsoft Office software and strong computer skills.
2. The ability to work outside office hours if and when required.
3. Familiarity with social media platforms and online customer interface tools.
4. Proficient in data entry and using a database.
5. Proficient in the use of Labware laboratory information management software or equivalent.
6. Ability to work and communicate successfully with customers and staff.
7. Ability to maintain effective working relationships and contribute positively in a team environment.
8. Superior oral and written communication skills.
9. Efficient time management and administrative skills.
10. Displays initiative and capacity to motivate self and others.

Workplace Health and Safety Responsibilities:

Employees and students must take reasonable care to protect their own health and safety, and have responsibilities to:

1. Ensure that they do not increase the risk to the health, safety or welfare of others through any act or omission.
2. Obey reasonable instructions that are designed to protect their health, safety and welfare.
3. Use, in the appropriate manner, equipment that is provided to protect their health, safety or welfare.
4. Not wilfully interfere with, or misuse, items or facilities provided in the interest of health, safety or welfare of employees.
5. Ensure that they are not affected by alcohol or any other drug to such an extent that they endanger themselves or others.

6. Report promptly, any hazards, incidents or injuries to their Manager/Team Leader.

Managers/Team Leaders are responsible for the implementation of WHS in their area of control, including to:

1. Support, encourage and enforce the application of WHS by their employees.
2. Ensure that all relevant WHS policies, procedures and systems are implemented.
3. Ensure that all hazards are identified and controlled as far as is reasonably practicable, and that the control measures are monitored and reviewed.
4. Provide employees and students with adequate information, instruction, training and supervision to maintain their health, safety and welfare.
5. Ensure employees are consulted regarding changes to the workplace or work practices that may affect their health, safety or welfare.