



Position Description

Customer Service Co-ordinator

Team:	Rider Services Team
Reports to:	Customer Service Coordinator
Direct reports:	n/a
Location:	Melbourne
Date:	August 2018

Bicycle Network Purpose

Bicycle Network is a not-for-profit out to solve the problem of physical inactivity: two-thirds of Australian's don't get enough exercise. So, we're on a mission to make bike riding easier for everyone.

Casual – up to 3 days a week

This is a casual role, consisting of up to three days a week, subject to rostering and need.

Purpose of this Position

To be a key member of the Rider Services Team (Bicycle Network's key point of contact with its customers) providing high level service, operating efficiently and maximising all sales opportunities.

Performance measures

- customer experience feedback and satisfaction
- outbound sales of membership and events
- call time and message response time



Key Accountabilities

1. In bound calls, emails and counter sales

Respond to all inbound enquires ensuring a high level of service and efficiency while maximising all cross-selling opportunities over the phone or in person.

2. Outbound sales

Make successful outbound calls to riders regarding membership renewal, new membership sales, events sales and any other outbound calling.

3. Other administrative tasks

Examples include recording data, producing reports and preparing and sending mail.

Core behaviours

- **Believe:** you believe in what we do and why we're here. You believe that together we can make a positive difference and change the world.
- **Hungry:** you're driven and motivated. You don't back off and will find a way. You don't accept mediocrity.
- **Adaptable:** you're not confined by your job description and are willing to get your hands dirty. You won't freak out when the going gets tough.
- **Respectful:** you're accepting of everyone and put 'we' before 'me'. The truth is not being compromised. You know when to be serious and when to have fun.
- **Deliver:** you never make a promise you can't keep. You do things on time and follow through while accepting responsibility.

Key Bicycle Network values

- **Committed:** We're not afraid to take on something huge and we don't let the doubters stop us. We push hard because we believe we can make a difference.
- **Honest:** We don't waste our time with BS – but we're never rude about it. We want to get on with the job so we're honest with ourselves and others.
- **Inclusive:** We're quick to welcome others into the family. We've got your back, no matter who you are or what you ride.
- **Progressive:** We think creatively, adapt and always strive to be better than yesterday