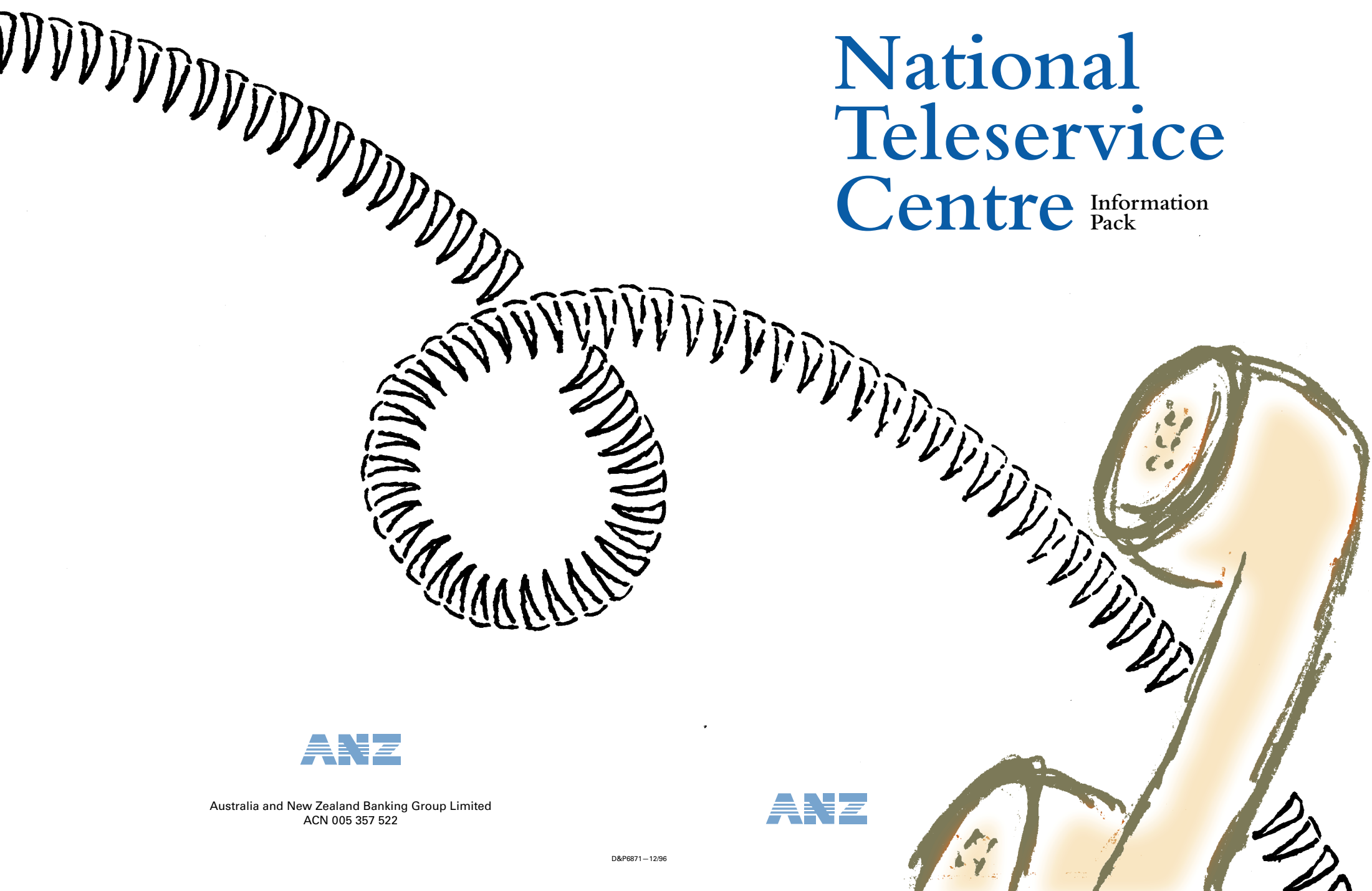


# National Teleservice Centre

Information  
Pack



Australia and New Zealand Banking Group Limited  
ACN 005 357 522



# INDEX

History of the National Teleservice Centre(NTC).....	2
NTC Customer Service .....	2
Job Types and Grades in NTC Customer Service .....	3
Job Descriptions .....	4
Questions and Answers .....	6
How to Apply .....	12
Further Information .....	12
Appendices:	
NTC Structure .....	13
NTC Customer Service Structure .....	14

## History of the National Teleservice Centre (NTC)

The Service Support Project (SSP) established the centralised service platforms, one of which is the National Teleservice Centre (NTC). There are two sites situated at 452 Flinders Street, Melbourne and at 700 Springvale Road, Mulgrave.

The main role of the NTC is to service the telephone enquiries for both external and internal customers for the whole of the Australian Retail operations of the ANZ.

## NTC Customer Service

The Customer Service area responds to and assists with all customer, branch, Business Centre and other Business Unit telephone enquiries in all Metropolitan areas, and soon will also be responsible for country areas as well.

The Customer Service area is made up of 18 teams, all specialists in providing the highest level of customer service and product knowledge to internal and external customers.

There are currently twelve teams located in Melbourne at NTC1 and six teams located at Mulgrave NTC2.

Organisation charts detailing the structures of the NTC are appended for your information.

## Job Types and Grades in NTC Customer Service

Positions are now available in all teams within the Customer Service area. Positions are graded as follows:

Teleservicing Officer (TSO)(Part-time)	Grade 3
Coach (Part-time & Full-time)	Level 1
Team Leader (Part-time & Full-time)	Level 2

We are also in a position to consider staff who may be contemplating a career change in the future and would be interested in pursuing options within the NTC.

## Job Descriptions

### Teleservicing Officer (TSO)

The role of the Teleservicing Officer is to provide the highest possible level of quality service, accurate information and product knowledge to internal and external customers whilst maximising new business opportunities for the NTC. Specifically:

- To quickly identify the customer's needs and resolve them on the first point of contact.
- This requires sound technical knowledge, problem solving and customer service skills, plus the ability to communicate effectively.
- All TSOs are responsible for contributing to the achievement and maintenance of teamwork and customer satisfaction survey results, suggesting procedural/operational improvements, and other duties as assigned.

### NTC Coach

The role of the Coach is to contribute to the ongoing training and development of the TSOs, and provide feedback to the Team Leader on the success or otherwise of the TSOs. Specifically, this involves:

- Identifying the specific knowledge and or skill gaps within the team and initiate strategies for resolution
- Liaison with Retail Training and Development department for expert guidance to ensure training needs of the team are met.
- To be able to take over difficult and or complex customer queries as part of the coaching responsibility.
- To maintain and endorse best practices within the NTC.

### NTC Team Leader

The role of the Team Leader in the NTC has three core functions:

- To provide the highest level of customer service and product knowledge to internal and external customers whilst maximising new business opportunities for the NTC
- To develop an effective and efficient team in conjunction with your Coach.
- To establish best practices which will allow the TSOs to answer enquiries quickly, accurately and courteously.

### Experience/Qualifications

In addition to a solid commitment to customer service, superior verbal communication skills encompassing voice (pitch and volume) and language usage, and strong problem solving skills, a working knowledge of AS400, TBS90, HFR and CICS would be an advantage. Keyboard skills and a sound knowledge of the Bank's products and Business Units is also desirable.

For the roles of Team Leader and Coach the following experience would also be desirable:

#### Coach:

- Strong knowledge of Word for Windows
- Awareness of adult learning/ education methodologies
- Demonstrated coaching/ mentoring skills with an interest in developing others

#### Team Leader:

- Ability to handle difficult customers
- Previous Supervisory experience
- Well developed interpersonal skills

### Training

Training is a key element of the NTC and all staff are provided ongoing access to training to ensure a high level of knowledge and skill in the Bank's products and services.

## QUESTIONS & ANSWERS

Q.1. Who is this Information Pack being sent to?

A. The Bank is currently undergoing restructuring exercises in many of its Business Units. It is important that activities within all Business Units are co-ordinated to ensure that all opportunities are explored and that there is a continuity of approach across the wider Bank network. This Information Pack will be sent to all Business Units.

Q.2. When will the selection process commence?

A. The recruitment process for the NTC is an ongoing one. We are currently recruiting for roles within the Customer Service area, in line with the Retail Transformation Programme. It is anticipated that staff will be contacted within two weeks of receipt of their application.

Q.3. What will the selection process involve?

A. The selection process will incorporate a review of your application and Performance Assessment Reviews (PARs). An interview may also be required and referees will be contacted. Where your present location prohibits a face to face interview, this may be conducted on the phone.

Following the review of your application and possible interview, you will be advised as to whether an assessment is required and arrangements will be made accordingly (including detailed information on what the assessment entails).

We may also contact you where it is identified that your skills, knowledge and experience may be suited to other roles and it may be to your advantage to apply for those roles.

Q.4. What will happen if my application is successful?

A. When selected, formal notification will be given with appropriate details of any conditions which may apply.

Q.5. If I am selected and cannot be released straight away, will the position be held for me?

A. Yes. The position will be held until you are able to be released from your present role. This will apply in all cases, including staff from country areas who may not be released from their current positions until February/March.

Every effort will be made to reach agreement on release dates to ensure that your needs, the needs of your present location, and those of the NTC are considered.

Where special conditions surround your appointment, e.g. relocation allowances/transfer entitlements (Refer Q.14 for more information), these will be detailed in your appointment advice and appointment dates will be considerate of these conditions.

Q.6. If I am not in redeployment and decide to apply for a position at a lower grade, what will happen to my salary?

A. Staff can choose to apply for jobs at any grade.

If staff apply for a job at a lower grade, they do so on the understanding that their salary will reflect the advertised job grade, and will not be maintained at their previous level.

Q.7. If I am in redeployment and I am offered a job at a lower grade, what will happen to my salary?

A. If you choose to accept the job, your salary will be maintained at its current level.

You will still be entitled to receive the next 5% Enterprise Agreement increase in July, 1997.

Future performance increases will only occur when your assessed performance level exceeds your current salary.

*Special Consideration*

As you are aware, a number of country branch roles are being affected or will be affected by the centralisation of the ledger functions to the TPC.

As a special consideration, it has been agreed that staff in country branches can apply for vacancies in the NTC on the *same terms and conditions* as if they were in redeployment (i.e. current salary will be retained if they decide to accept a role at a lower grade). This special consideration will apply until *31 March, 1997*.

Q.8. What will happen if my application is not accepted?

A. All applications will be considered for selection and staff notified of the outcome. Where your application is unsuccessful, you will remain in your present role. The particular circumstances of your Business Unit will dictate what future roles you may hold within the Bank. Further questions would need to be directed towards your Line Manager or Human Resources Centre.

Q.9. What if I want to transfer from full time to part time (or vice versa) as part of this process?

A. Regardless of whether you are currently full time or part time and/or wish to change your employment status, all selection decisions will be based on merit and business needs.

If you do wish to change your employment status, such details would need to be included on your Application.

(Refer IM 60/23-73 to 23-76: 60/59-89 to 59-90 for more information on part time entitlements.)

Your application should also indicate your locality preference (i.e. Mulgrave or Melbourne CBD).

Q.10. How long will I have to stay in the job before I can apply for other roles, and how will I find out about other jobs?

A. As a guideline, two years will be the expected time for you to stay in the new role, however, if you are selected for a role which is the same or substantially the same as your current job, the time in your current job will be taken into account.

All jobs must be advertised in accordance with the Bank's policies. Circulars detailing available roles will be provided for general perusal as they are issued. Of course, any staff in redeployment pools whose skills etc. match the job's advertised requirements will be given first consideration.

Details of the present NTC structure and roles have been provided with this pack as an indication of internal career paths, and your career aspirations will form part of regular discussions with your supervisor/ Team Leader following your successful appointment to the NTC.

Q.11. What are the working hours of the NTC?

A. The current operating hours of the NTC are 8am to 8pm(Eastern Standard Time). Some roles may be required to commence prior to 8am or work beyond 8pm, however, your working hours will only change following consultation and through mutual agreement. In addition, and subject to the needs of the role, your starting and finishing times (including length of lunch break) can be mutually agreed to assist with travel or personal arrangements.

Q.12. What is the availability of public transport and parking?

A. The Melbourne NTC (1) is located about ten minutes walk from Flinders Street Railway Station. It is also easily accessible to major tram and bus routes. Public car parking is available in the building and there are numerous parking facilities in the area.

The Mulgrave NTC (2) is located about 22kms South East of Melbourne CBD. It is accessible by Public Transport and car parking at the site is available.

These details can be provided upon request and will be available with your appointment advice.

Q.13. What other facilities are available?

A. An ATM is available within the foyers of both sites.

There are also banking, shopping, medical and child care facilities located within an easy distance from both sites.

Q.14. What assistance will I receive to relocate?

A. Where applicable, relocation will be treated as a "Bank initiated transfer" and assistance will be provided in terms of IM 60-33/1

Q.15. Can I visit the NTC before I express an interest/apply?

A. Yes, all staff who have a genuine interest in working in the NTC are more than welcomed to visit the Centre. The Bank however will not reimburse the cost of any travel cost required.

Interstate and country staff who do apply and are successful may avail of a pre appointment visit at the Banks expense in terms of IM 33-39.





### How to apply

Applications for a position at the NTC should be made using the Internal Job Application Form (Item 2355). Please mark your application "Personal/Confidential", and send it to the address below:

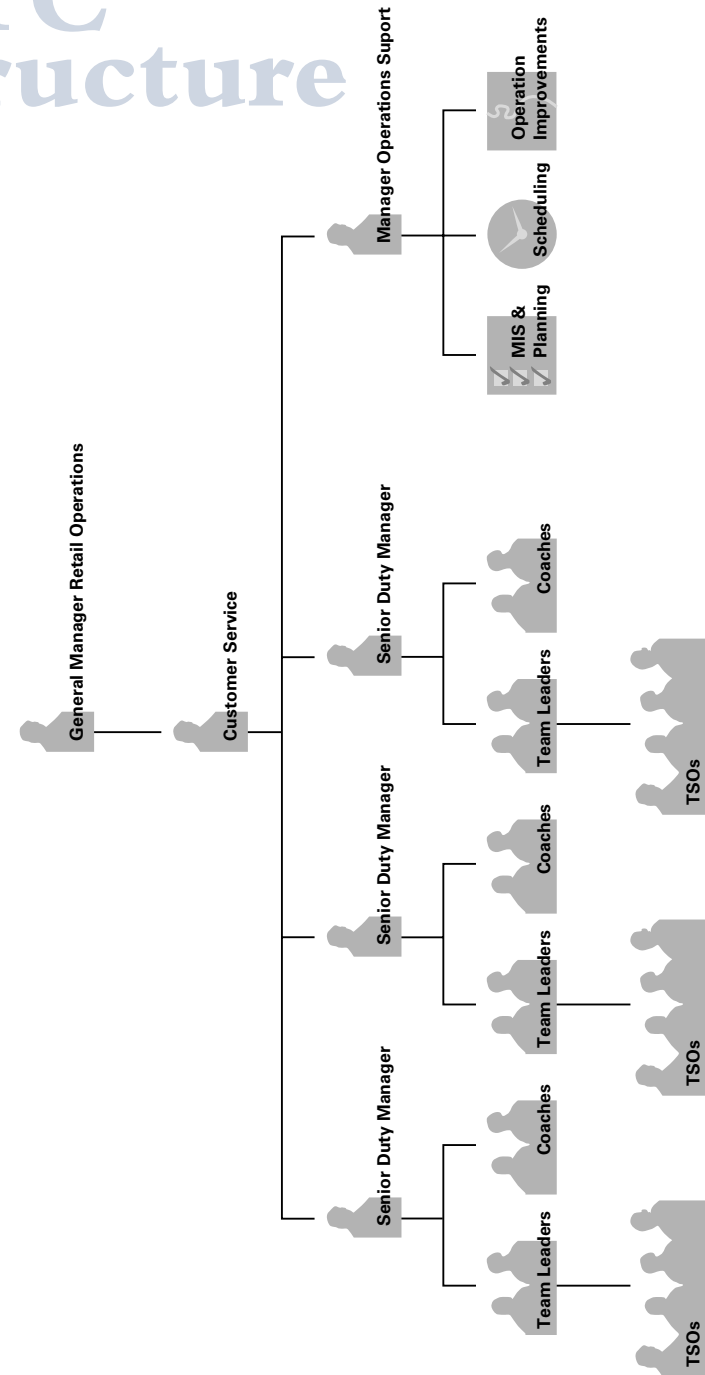
Caroline Grayson  
Human Resources Consultant  
12th Floor, 452 Flinders Street,  
Melbourne

### Further Information

If you have any questions about the details in this Information Pack, or would like further information about the NTC, please contact:

Caroline Grayson  
Human Resources Consultant  
Ph: (03) 9643 8845

# NTC Structure



# NTC Customer Service Structure

