

About Contact Centre

IAN: I work for the Customer Help Centre, I'm a Service Support Officer so I walk around, I support the floor, support the staff with any questions they have and if there are call volumes I jump on the phones and take calls as well.

GEMMA: Obviously being a call centre that's all you're doing pretty much for most of the day is on the phone so I guess it's the type of job is related for people who want to help people and assist people and show them better ways they can do things with their banking and their home loans and all different type of things. But just be able to give them a better experience that they might not be able to get somewhere else.

IAN: I have a degree in accounting, so I did the whole degree. Did three years of Uni and then went into accounting and it wasn't really for me - I didn't have the passion for it or anything like that, but I liked the idea of banking. I didn't know anything about it and I actually, at the time before I got the job at BankWest, was at a supermarket - checkout chic.

SAMANTHA: The people that I work with are a fantastic team and everyone in the call centre is great to work with. I love the challenges our customers come across with - no day is ever the same. I love that I get to spend time with the people I deal with every day, and I get to coach them and mentor them into challenging themselves to do the best job they can do and ultimately providing happy banking for our customers.

IAN: The people are really energetic and exciting, I know everyone so there is not one person who has a hierarchy kind of thing so it's not "you're better than me" we're all equal, we work together to achieve a goal, but the culture...yeah we have drinks nights and we have theme days and everything like that and that's a huge part of making the place exciting.

SAMANTHA: The type of person we want to have in the call centre is someone fun and vibrant, someone who is dedicated to providing customer service because that's why we're here. We are the first point resolution for our customers because when they call we're who they speak with.

IAN: I'm focusing on team leading right now, after that I could go anywhere. We have development plans where we can put in there what we want to do or where we want to go, in the long term and the short term. I've put I want to be a Head of Department so I want to own my own department and be there.

SAMANTHA: As an employer BankWest has been absolutely fantastic, I've never had any issues with them whatsoever. They have offered us great rewards and bonuses in being in the bank and we've always had a really supportive network of managers and supervisors all throughout. If you want to develop your career further than Customer Help Centre everyone is more than willing to help you, because ultimately you're still within the bank and that's the most important thing.

GEMMA: They've got a great training program and a massive amount of support when you're going through training, also when you're a beginner and also when you're developing to go through to other levels.

IAN: I would recommend BankWest to anyone to work at. I mean I know the call centre may not be for you because it can be a stressful environment but the fact that we develop you and understand that if it's not for you we'll set you somewhere else. We can develop you into being someone in a Processing Department, in a Sales Department, whatever you want to do, as long as you're working and will meet us half way we'll develop you to get where you want to be.