

A Day in the Life of a Customer Service Specialist

GEMMA: Hi my name is Gemma and welcome to a day in the life of a Customer Service Specialist at BankWest.

My day usually starts around about 7am. Now this can vary for other call centre staff as it is a 24 hour call centre. I usually, once I've walked in got myself a coffee, have some breakfast and try and catch up with some friends. Once I've done that and I've got myself settled into work, I then like to catch up on my emails and any changes to the business that my have happened overnight.

My actual official start time will be 7am and this is when I'll take my first call. I probably spend about 90% of my day taking calls. Once the call has come through to myself the first step for me would be to identify the customer. When customers call through I can give them information regarding their existing accounts. I can also give them new product information or services that may be available to them such as online and phone banking systems.

My average call to a customer will last around about 3 to 4 minutes. In some cases a follow up may be required. In these cases I usually take anywhere up to 5 minutes after the call to complete any necessary paperwork.

Before I go on my lunch break each day I'll switch my phone over to stop any calls from coming through. I have a 45 minute lunch break each day. This allows me to catch up with my friends. I'll have a coffee and something to eat in our lunchroom that's provided. After lunch I'll go back onto the calls and assisting customers with their enquiries.

Customer Service Centre deals with general enquires. If a customer would like to open new accounts we have a sales team that we can transfer through to. During my week there's a time where my Team Leader will sit with me and listen to my calls and monitor the calls that are coming through. During this time my Team Leader will pass feedback onto me with will help me in my development and training areas.

On days that are quiet and calls are low we have an online training service we can use to catch up on training and procedures. There's a lot to learn to be able to do the role well. This

can make it quite daunting from the beginning but there is great training provided and Team Leaders and other support to help you along the way.

Once I've completed my last call and it's finished I then pack up and tidy my desk, turn off my computer and then I finish for the day.