

A Day in the Life of a Customer Service Specialist

LAUREN: Hi my name is Lauren - welcome to the day in a life of a Customer Service Specialist at BankWest.

The Customer Service Centre is open 24 hours a day. My shift starts at 6.30 in the morning. I usually come in about 15 mins early, start up my computer and check my emails. I'll usually grab myself a coffee and catch up with my team mates before starting my shift at 6.30am.

When I log on in the morning, that's when my first calls start coming through. The first thing I like to do is identify the customer and see if I can resolve their query in a friendly and professional manner. I spend the majority of my day on the phone talking to customers.

Most of the time, I can take care of anything that needs to be done for the customer during the call. Sometimes, if there is anything I need to follow up on for the customer after the call, I will put my phone on hold for 5 minutes or so and finish sending an email or filling in a form.

From time to time I receive emails from frustrated customers. When this happens, it's my job to find out what's causing the frustration. When that's done, I can help them resolve any problems they're having.

I get a 45 minute lunch break. This gives me the opportunity to get out of the office for a while, grab some lunch and catch up with my team mates. After lunch I'll get back on the phone and take more calls from customers.

A wide variety of calls come through to us at the Customer Help Centre. Most of my calls are to do with home loans, personal loans and credit cards. But I can help them with any of their enquiries including resetting a PIN, or giving them the balance on an account or providing them with any other information they might need.

At least once a month my Team Leader sits in on my calls with me. After this, we'll usually catch up and talk about the things I'm doing well in and go over areas I need to work on. The training is important as some of the calls we take can be quite complex.

Outside of my usual coaching sessions, I can always talk to my Team Leader at any time about any problems I might be having. The level of support I get from my managers is fantastic.

At the end of the day when I finish my shift, I'll log off my computer, pack up my things and head home.

The reason I like working for BankWest - it's a great workplace environment, I feel that I'm always rewarded for the hard work that I put in and I like knowing there's a future career opportunity out there for me.