



APPLICANT INFORMATION PACK

Senior Director Customer Service Experience



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Overview

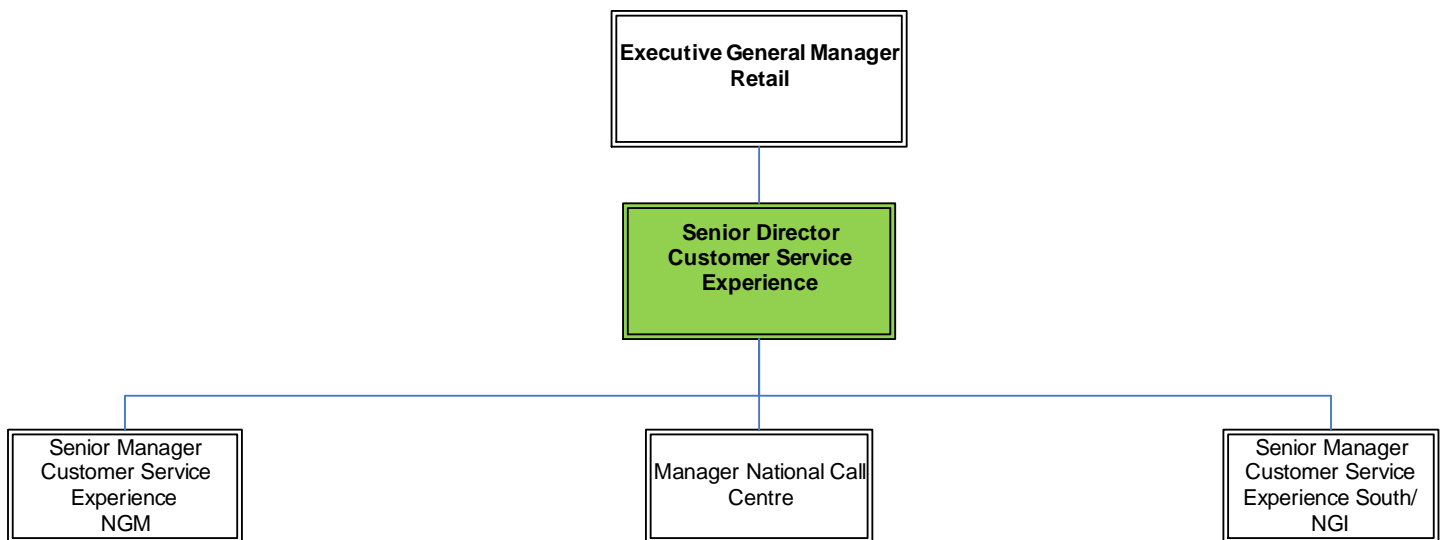
To take overall responsible for managing the customer service function and centre business operations of PNG Power nationwide in terms of undertaking overall responsibility for revenue collection and managing customer service delivery functions at the regional and centre level by ensuring PPL's customer expectations are met and exceeded, whilst delivering its products and services.

The Role

To ensure that PNG Power has and maintains the capability it requires to meet its customer business needs and to enable it to increase its revenue and minimise revenue losses through prudent management and monitoring of its business systems, billing systems, credit and retail management, call centre management and installation and maintenance of new installations and faulty easy pay meters.

Reporting Relationships

This role reports to the Executive General Manager Retail. The team structure is depicted below.



Key Responsibilities and Accountabilities

The following table highlights this position's key responsibilities and accountabilities. It is not an exhaustive list however, and the position holder can expect to be engaged in other activities where they can add value to PPL and for which they are competent.

You are <u>responsible</u> for the following activities	You are <u>accountable</u> for how well the following deliverables are achieved.
Customer Satisfaction Management	Customer needs understood PPL's ability to meet regularly needs assessed Service processes defined Service processes continuously improved Complaints received and used as opportunities to improve Service performance monitored and reviewed System incidents investigated and root causes used to improve process performance Corrective Action requests reviewed and used to address process problems PPL Service staff understand and apply principles of excellent customer service (trained)
Call Centre Management	Single toll free point of telephone contact provided and able to respond to most service enquiries and requests Service orders created and forwarded to Operations Complaints owned, receipted, passed on to appropriate area, customer acknowledged and advised of next steps Customer Management System updated
Service Centre and Retail Sales	Customers able to talk with PPL face to face, and purchase PPL products and services – barriers removed Service orders created and forwarded for action
Fault Desk	Technical faults analysed and mtce personnel dispatched
Installation and Maintenance Management	New connections made and meters installed Distribution faults analysed and repaired Technical service enquiries answered Domestic electrical work inspected and approved Commercial electrical works inspected and approved
Billing and Credit management	Invoices furnished Accounts receivable managed Defaulting debtors managed Revenue metering administered Debts collected Repayment schemes devised
Customer Management	Customer Management System established and maintained Facility provided for accessing and tracking

	<p>customer information and service requests</p> <p>Service Level Agreements with Asset Management established and managed</p> <p>Service performance analysed and reported</p>
Team Management	<p>The Customer Service's resources are commensurate with the needs of the business and comply with both company and legislative requirements.</p> <p>Members of the Customer Service Team know and understand the strategic direction of PPL and their respective roles and responsibilities, including acceptable behaviours and standards of performance expected of them.</p> <p>PPL is recognised as a leader in the field of Customer Service practice and performance within PNG</p>
Relationship Management	<p>Positive and constructive relationships are established and maintained with fellow members of the PPL Team.</p> <p>Members of the wider PPL Team and relevant functional Divisions are appropriately involved in and kept informed of the Customer Service's activities and matters affecting their areas of responsibility.</p> <p>Strategic level relationships are established and maintained with the Customer Service Group's key service providers and customers.</p>

Selection Criteria

The below selection criteria will be used to evaluate applications for the role. It is essential you meet and address this criterion as part of your application if you are intending to apply.

1. A University qualification in Business Management, Finance Management or related field.
2. Successful track record in a senior management position that deals extensively with customers.
3. Significant customer service experience and in depth of knowledge in all areas of customer service including debt management, financial management, customer services delivery, marketing, consumer law, finance and risk management.
4. Strong people management skills and be able to demonstrate success in organization transformation, have strong business acumen and be recognized as an inspirational leader.
5. You will need to be a person that is; Driven to create change with proven capabilities, Forward thinking, strategic and disciplined, Inspiring, caring and works well with others for superior results, Takes personal accountability and Customer centric.



Remuneration

An attractive remuneration package is on offer, and salary will be commensurate with experience and qualifications.

How to apply?

Please review the following *essential* requirements for application to this role.

What to submit with your application?

A. Response to the Selection Criteria. Please provide details of your prior skills and experience in accordance with each of the Selection Criteria detailed below. Your response should be no more than a total of three pages, with 2-3 paragraphs for each Selection Criteria.

- 1. A University qualification in Business Management, Finance Management or related field.*
- 2. Successful track record in a senior management position that deals extensively with customers.*
- 3. Significant customer service experience and in depth of knowledge in all areas of customer service including debt management, financial management, customer services delivery, marketing, consumer law, finance and risk management.*
- 4. Strong people management skills and be able to demonstrate success in organization transformation, have strong business acumen and be recognized as an inspirational leader.*
- 5. You will need to be a person that is; Driven to create change with proven capabilities, Forward thinking, strategic and disciplined, Inspiring, caring and works well with others for superior results, Takes personal accountability and Customer centric.*

[NOTE: The above selection criteria **must** be specifically addressed in order to be considered for the position. Applications not addressing this selection criterion may not be considered for the role.

B. Curriculum Vitae. Please provide a copy of your curriculum vitae, including details of your work experience and qualifications.

C. Referees. Please provide the names and contact details of three referees who can provide a reference on recent and past work experience. Details should include current phone numbers and email addresses.

When to submit?

Applications must be received by **COB Tuesday 25th September, 2018**.

Late applications may not be considered.



How to submit?

The preferred method of submission is by email to recruitment@pngpower.com.pg clearly indicating the subject as **"LEAD-VAC"**

You may also submit your application through mail or hand delivered to the following addresses:

Postal Address: The Recruitment Officer
PNG Power Ltd
P O Box 1105, BOROKO, NCD

Hand Delivered: PNG Power Head Office, Cnr Wards Road, Hohola, NCD