



| NSW Department of Education

Call or Contact Centre Worker

Call or contact centre workers respond to enquiries to provide support to customers. They use their product or service knowledge to turn a negative into a positive, sell a product they know will benefit the customer or literally save someone's life.

What call centre workers do

Answer frequently asked questions about a company's goods or services, promote products and troubleshoot problems, ensuring they can provide a solution for their customers quickly and effectively.

Consistently maintaining a positive demeanour, they work quickly without sacrificing the quality of their work so they can handle a large number of calls a day. Call or contact centre workers are adept at interacting with challenging customers and devising workable solutions to their problems.

They juggle multiple tasks at once such as checking the knowledge base, updating customer relationship management databases and making notes in specialist software applications while attending to their customer's needs – all without making an error.

Call or contact centre workers can work in a diverse range of centres, from those that take orders to help desks to critical centres such as emergency assist and Lifeline.

Will I get a job?

Job numbers in this area are expected to grow from 35,400 in Australia currently to 37,100 in the next four years.

What will I earn?

\$951–\$1,100 median full-time weekly salary (before tax, excluding super).

You'll like this job if...

You have an outgoing and energetic personality. You're organised and prepared. You're comfortable following the rules. You're deadline oriented. You're customer service focused. You pay attention to detail. You're patient and empathetic. You're a good listener. You're a creative problem solver. You're good at multi-tasking.

A day in the life...

Work as a call centre worker may involve these tasks:

- answer incoming calls, emails, messages and enquiries from customers
- identify customer needs and enter information into computer systems
- coach staff and help other operators resolve customer enquiries
- develop rosters and manage staff numbers to meet workflows
- listen to calls conducted and provide performance feedback
- monitor and time calls
- create interest in other goods and services by offering more information
- update databases to reflect changes to the status of customers
- arrange the dispatch of goods, information kits and brochures to customers
- undertake clerical duties
- liaise with other departments associated with customer contact
- issue invoices and receive electronic payments for goods and services.

VET qualifications

The following government-subsidised qualifications are available in NSW:

Certificate III in Customer Engagement (BSB30215)

- Up to 1 year full-time
- Also available as a traineeship
- Graduates employed or in further study: 86.4%*

Certificate IV in Customer Engagement (BSB40315)

- Up to 2 years full-time
- Also available as a traineeship
- Graduates employed or in further study: 92.3%*



To find out more regarding these related jobs, visit education.nsw.gov.au/job-guides.

Information sources

Income: Australian Government Department of Employment, Australian Jobs Report 2017, Occupation Matrix. ANZSCO ID: 2211. Earnings can vary greatly depending on the skills and experience of the worker, and the demands of the role. Career trend: Australian Government Department of Employment 2017 employment projections to May 2022. Graduate outcomes: National Centre for Vocational Education Research. *Approximately 6 months after they completed VET.

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Roles to look for

- Call or contact centre team leader
- Call centre supervisor
- Contact centre supervisor
- Call or contact centre operator
- Customer service
- Customer support centre worker

Main employing industries

- Financial and insurance services
- Administrative and support services e.g. call centre operations
- Government and councils
- Information media and telecoms

Other jobs you may like...

- Customer service manager
- Enquiry clerk
- Receptionist
- Call centre manager