



Australian Government

BSBSS00127 Contact Centre Team Manager Skill Set

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Description

This skill set addresses the skills and knowledge to manage a team in a customer service contact centre.

Pathways Information

Units from this skill set can contribute to credit towards BSB50120 Diploma of Business and BSB50420 Diploma of Leadership and Management.

Licensing/Regulatory Information

No licensing, legislative or certification requirements apply to this skill set at the time of publication.

Skill Set Requirements

BSBCMM412 Lead difficult conversations
BSBOPS404 Implement customer service strategies
BSBTWK502 Manage team effectiveness
SIRXCEG004 Create a customer-centric culture

Target Group

This skill set is for individuals who are managing a team in a customer service contact centre.

Suggested words for Statement of Attainment

These units of competency from the BSB Business Services Training Package meet industry requirements for individuals managing a team in a customer service contact centre.