



Australian Government

SIFXCSS005 Lead customer service teams

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to plan, implement, direct and evaluate the activities of customer service teams. The unit applies to funeral home and cemetery and crematorium staff who lead and manage sales teams. It involves a high level of autonomy and responsibility ensuring that all work is carried out according to work health and safety, relevant legislation and workplace policies and procedures.

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

Competency Field

Client Service and Sales

Unit Sector

Cross-Sector

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

1. Plan customer service and sales operations.

2. Direct the customer service team.

3. Evaluate effectiveness of customer service team.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

- 1.1 Develop objectives for customer service teams.
- 1.2 Prepare sales plans to support attainment of objectives.
- 1.3 Determine size and structure of sales teams.
- 1.4 Select team members according to customer service team objectives.
- 1.5 Provide team members with initial training.

- 2.1 Monitor customer service team to ensure that products and services match client needs.
- 2.2 Monitor correct application of financial transactions, sales agreements and financing arrangements.
- 2.3 Monitor customer service team to ensure sales and financial agreement documentation are completed correctly.
- 2.4 Implement strategies to support customer service team members.
- 2.5 Identify and allocate resources to support attainment of sales.

- 3.1 Establish systems to evaluate sales effectiveness against customer service team objectives.
- 3.2 Take corrective action where sub-standard performance is identified.
- 3.3 Adjust customer service team planning to reflect outcome of evaluations.

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

SIFSLS003A Lead a sales team.

Links

Companion Volume Implementation Guide - <http://www.serviceskills.com.au/resources>