



Job Description

Position title:	Client Experience Senior Agent
Reporting to:	SVP Global Client Experience
Direct Reports:	SVP Global Client Experience
Department:	Client Experience

Our Organisation



Innovation is at the heart of what we do

VIQ Solutions combines artificial intelligence (AI)-driven voice and video capture technology and services to securely manage digital content in the most rigid security environments including legal, criminal justice, insurance, government, corporate finance, and media.

The VIQ team offers clients a unique, powerful and flexible combination of technologies, industry experience, and expertise to meet client challenges, accurately, rapidly, securely, and economically.

Your Role

The Client Services Senior Agent is responsible for managing and training a team of assigned personnel that will be focused on delivering service excellence to various clients as determined by senior leaders within the organisation. In this role, you will be responsible for ensuring that the solutions VIQ delivers continuously adhering to contractual requirements – including reporting, meeting SLAs and relationship meetings. The role will demand unusual working hours with the focus across various time zones. This position will require managing remote teams and may require some travel.

Key Responsibilities

- Developing a solid and trusting relationship with major clients and VIQ
- Ensuring VIQ meets contracted commitments
- Contract management and issues management from various stakeholders within complex customers
 - Reporting meaningful insights for the customer and the business
 - Contract compliance
 - Contract variations
 - Process reviews
 - Price increases as required under the contract terms
- Managing assigned personnel who provide timely, front-line service to customers, as well as directly executing these tasks, which include:
 - Taking phone calls
 - Performing data entry into information management systems with a high degree of accuracy
 - Preparing estimates/processing payments
 - Processing emails efficiently and accurately in accordance with service standards
 - Coordinating resource availability for customer projects
 - Utilizing external communication & order platforms
 - Utilizing chat platforms as required to provide excellent communication and goal delivery
 - Other administrative duties as needed and assigned to meet the contractual obligations of each client
- Managing customer complaints professionally, ensuring the business receives timely and relevant feedback
- Relationship management with ordering parties and law firms
 - Complaints
 - Fee waiver requests
 - Process reviews, and other required tasks
- Ensuring business operational changes are communicated and understood by clients
- Working with internal teams across various departments to ensure customer needs are being met appropriately and in a timely manner
- Managing customer support process across all Australian customers that align with global best practices within VIQ, and meet contractual needs as evaluated and determined by VIQ senior leadership

- Delivering service excellence and innovation to customers
- Responsible for improving customer service scores and customer retention
- Assisting in the preparation of RFTs as may be required from time to time
- Referring sale opportunities to sales team
- Any other duties that may be required from time to time to meet the overall goals of VIQ

People management to support, contribute and maintain a positive and strong team working culture and environment within the Company, including:

- management of process, keeping a positive culture and mentorship of assigned personnel
- supporting the recruitment, onboarding and offboarding functions
- conflict resolution, behaviour management, training, and development
- WH&S compliance and reporting

Skills and attributes required:

- Demonstrated experience leading teams in complex, customer-facing projects
- Detailed understanding of business operations and service models
- Contract management
- Ability to prioritise and sequence tasks to reduce risk and improve efficiency
- People/Team Management
- Outstanding executive presence and oral and written communications skills
- Proven ability to solve complex problems for customers
- Ability to create and manage project plans
- Ability to bring parties together, listen to what's going on, make well-informed decisions, and get buy in

Qualifications and Experience

Essential

- Demonstrated administration experience
- Proficiency In MS Office / Outlook
- Demonstrated basic project management experience
- A thorough understanding of internal communications and corporate communications
- Conflict resolution and grievance self-management
- Conflict resolution and grievance people management
- Change Management and Continuous Improvement skills
- Capacity to learn various software programs competently and efficiently
- Capacity to maintain an acceptable level of security clearance to meet client and role requirements
- Capacity to maintain a status of "fully vaccinated" (unvaccinated employee must provide a medical exemption and adhere to additional infection and prevention control measures for COVID-19, as per company policy)
- Valid Australian working rights

Highly Desirable

- Basic / Intermediate understanding of legal terminology and court systems
- Intermediate/ advanced understanding of legal terminology and court systems
- Experience managing SharePoint intranet sites or content

Key Performance Indicators (KPIs)

- On-time comprehensive contract reporting
- Improving customer service scores
- Phone call answer rate of team that exceeds 80%
- Email response of team that averages under 4 business hours
- Accuracy of weekly revenue forecasting

About you

- Ability to use initiative, think laterally and strategically,
- Focused to meet deadlines and produce quality work under pressure
- Excellent communication and relationship building skills
- Well-developed interpersonal and problem-solving skills
- Communication with the ability to vary communication style depending upon the audience
- Sound analytical and problem-solving skills, with an elevated level of critical thinking, initiative, and decision-making skills
- Initiative and innovation to implement solutions for roadblocks
- Written and verbal skills with the ability to draft and edit a diverse range of high-quality materials
- Attention to detail with excellent attention to detail and written skills when communicating with others, both internally and externally.
- Teamwork with a willingness to aid and support others as needed and get on with team members.
- Positive and adaptive approach to change, supporting change management initiatives
- Tenacity and resilience

Your working conditions You will spend long hours sitting and using office equipment and computers

- You may be required to do some lifting of supplies and materials from time to time.
- You will be in an open plan office environment working autonomously
- You will be a hybrid role, working from home office or from an open plan office
- You will be working at a client site, and you will be required to adhere to all client orientation, policies, and procedures.
- You will be in a reception area working autonomously and will be faced with constant interruptions.
- You may be required to use company vehicles or your own vehicle for pick-up and delivery to services such as post office, client sites, and supermarkets.

Your Relationships

Your role requires interaction with internal and external stakeholders including:

Internal:

- Managing Director
- Executive Leadership Team
- Business Unit Leaders/Managers
- Senior Leadership Team
- Production employees

External:

- Current and potential contractors
- Government departments
- Private clients
- Members of the judiciary and their support personnel
- Members of the legal profession
- Members of the public
- Vendors
- Commercial organisations working in partnership with VIQ Solutions

Quality

You must comply with and ensure that all other personnel comply with the CFC's Quality System to meet RTAC, NATA, NHMRC, ISO9001 and other relevant state and commonwealth legislative standards.

Workplace Health and Safety

Managers are responsible for taking reasonable care for the health and safety of themselves and others by ensuring all health and safety equipment is used correctly including PPE; reporting any injuries, unsafe conditions, equipment, or practices, as soon as practicable; and co-operating with management to ensure all health and safety obligations are complied with.

Managers are also responsible for maintaining a working environment that is safe and without risk to health by ensuring workplace policies, procedures and systems are reviewed and maintained; implementing the information, promoting health and safety in the workplace; and maintaining consultation mechanisms.

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.