

mpowerdome Administration and Customer Service Team Leader

SELECTION CRITERIA: Please address each of the selection criteria as succinctly as possible.

1. Provide example of your demonstrated ability to diagnose problems matching service delivery to customer expectations.
2. Ability to collect data, analyze and identify opportunities to enhance the quality of service delivery and pursue to completion.
3. Proven ability to establish and maintain appropriate rapport with staff ensuring competent and timely completion of tasks and service delivery.
4. Demonstrated experience in the provision of quality staff training.
5. Demonstrated high level organisational, administrative and supervisory skills including the ability to plan, coordinate and prioritize with a high volume of tasks.
6. Experience in customer service software packages and willingness to be trained in the use of facility management system.