

# CAREER FACT SHEET

## Call, Contact Centre & Customer Service Managers

### Snapshot

Call, Contact Centre & Customer Service Managers organise and control the operations of call or contact centres, review customer services, and maintain sound customer relations.

How many are employed in this occupation?	34,300
What are the average weekly earnings for full time workers?	\$1,044
How does unemployment compare with other occupations?	Average
What are the job prospects for this occupation?	Medium
What will be the likely future employment growth for the next five years?	Moderate Growth

### Main employing industries

Retail Trade, Financial & Insurance Services and others services

### Tasks

This occupation may include associated occupations with varying tasks.

- developing and reviewing policies, programs and procedures concerning customer relations and goods and services provided
- ensuring operational efficiency within a call centre
- providing direction and feedback to team members and assisting with recruitment
- managing, motivating and developing staff providing customer services
- planning and implementing after-sales services to follow up customer satisfaction, ensure performance of goods purchased, and modify and improve services provided
- liaising with other organisational units, service agents and customers to identify and respond to customer expectations
- may work in a call centre.

# INDUSTRY OVERVIEW

## Information Media and Telecommunications

Do you have a flair for coding in Java, fixing computer bugs and setting up data networks? Or are you into producing compelling web content via slick copy, video and audio production? If you answered yes to either of these questions then you should definitely explore the many career pathways available in the exciting world of Information, Media and Telecommunications. The Information, Media and Telecommunications industry requires people with a diverse range of skills. From those who can drive the technology that controls the storage and dissemination of information, to creative-types, skilled at producing innovative solutions for clients wanting their business to stand out from the crowd. This industry also employs people who have solid interpersonal skills for roles in client sales and support. Just about every organisation requires some kind of information technology facility, therefore working in this industry means the opportunity to gain experience in a variety of enterprises. There are career pathways in data management, games and multimedia design, hardware and software maintenance and support, database design and networking. You could work as an electronics technician, a data communications tradesperson or as website designer. With relevant qualifications and experience you could even manage entire information systems.



**Information Media and Telecommunications**

### Possible job pathways

- Call or Contact Centre Workers
- Call, Contact Centre & Customer Service Managers
- Computer Network Professionals
- Graphic and Web Designers, and Illustrators
- ICT Managers
- ICT Sales Assistants
- ICT Sales Professionals
- ICT Support Technicians
- Software and Applications Programmers
- Technical Sales Representatives
- Telecommunications Engineering Professionals
- Telecommunications Technical Specialists
- Telecommunications Trades Workers
- Actors, Dancers and Other Entertainers
- Artistic Directors, Media Producers & Presenters
- Film, Television, Radio and Stage Directors
- Gallery, Library and Museum Technicians
- Journalists and Other Writers
- Performing Arts Technicians
- Printers
- Printing Assistants and Table Workers
- Public Relations Professionals
- Signwriters

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