

JOB DESCRIPTION: Customer Service Coordinator

Responsible to: Customer Engagement Manager

Purpose/objects of work:

1. To support CLNZ customers at each stage of their interaction with CLNZ – from discovering CLNZ and registering for services, through to distribution of funds due, including the use of *MyCopyright*
2. To maintain the integrity of data and information in the CRM system (Zoho) and champion its effective and efficient use by others in the Team
3. Provide support to CLNZ licence-holders for their use of *MyCopyright*, including delivery of licence fulfillment collateral that is appropriate to their needs and those of their organisation
4. Undertake data collection activities with licensees, from identifying the licence-holders to participate, through to receipt of data and query resolution
5. Other activity as may be required from time to time to support the company's strategic plan and objectives

Main duties:

1. To support CLNZ customers at each stage of their interaction with CLNZ, including discovering CLNZ and registering for services, through to distribution of funds due and the licence renewal process for licensees
 - Work with the Customer Engagement Manager to develop and refine marketing and communications that enable potential customers to discover CLNZ's services
 - Support customers to complete the registration process in *MyCopyright*. Escalate Rights Agreement queries to the Business Development Manager
 - Respond to customer queries and provide technical support for the works registration process.
 - Work with the Research and Data Entry Team to ensure the completeness of works data provided by customers and assist with locating newly identified rightsholders
 - Manage the process of licence renewals (schools, PTEs and others) and provide support to customers accessing licence add-ons via *MyCopyright*
 - Support customers with their completion of the distribution claims process to ensure timely payment of funds due
2. To maintain the integrity of data and information in the CRM system (Zoho) and champion its effective and efficient use by others in the Team
 - Utilise tools within the CRM to identify changes to customer records and ensure completeness and accuracy of information
 - Support others in the Team in their use of the CRM, including proactively sharing new ways of using the available tools to improve CLNZ's effectiveness and efficiency in working with customers

3. Provide support to CLNZ licence-holders for their use of *MyCopyright*, including delivery of licence fulfillment collateral that is appropriate to their needs and those of their organisation
 - Work with Technology and Data Manager to ensure licence records are fully populated in WISE and correctly reporting in CRM
 - Respond to customer queries and provide technical support for their use of *MyCopyright*
 - Annual review of all licence fulfilment email templates prior to licence campaigns, review workflows to ensure efficiencies, test and dispatch emails
 - Follow up bounce-backs, data tidy, customer requests for extra collateral
 - Monitor and report licence campaigns, update CRM dashboards
 - Work with Customer Engagement Manager to develop further communications following licence fulfilment.

4. Undertake data collection activities with licensees, from identifying the licence-holders to participate, through to receipt of data and query resolution
 - Work with the Technology and Data Manager to identify licensees to be surveyed in accordance with the requirements of the Distribution Policy
 - Establish the correct point of contact for data collection with each licensee and provide timely communication to each on the process for data collection
 - Ensure the licensee contact has the information and resources needed to complete the data collection process to the standard required
 - Monitor receipt of data from licensees and proactively follow up with contacts that have not completed their usage reporting
 - Liaise with the Research and Data Entry Team regarding queries on supplied data and work with licensees to provide clarification and certainty

5. Other duties as may be required from time to time to support staff and CLNZ's strategic and business plans and objectives

Tool Set:

- Customer service is in your DNA
- Customer segmentation and database management is a strength
- Experienced communicator (written and verbal)
- MS Office Suite guru

Mind Set:

- Cool under pressure
- No job is too big or too small
- Think big, act small
- Every problem has a solution

Skill Set:

- Acute attention to detail
- Think on your feet
- Problem-solving
- Transaction processing
- Technology curious

CLNZ Values:

Open: we are approachable, transparent, fair & flexible

Empowering: we empower our team to deliver, content creators to create, and empower content users to access the information they need

Knowledgeable: we are advocates for copyright & can competently share our knowledge

Teamwork: we work together as a team & ensure everyone feels valued & valuable

Respect: we listen carefully & can share openly with each other in a safe environment