



Appendix B – Position Description

“Customer Experience Consultant” Position Description

Position Title: Customer Experience Consultant	Reports to: Refer to IEA
Department: Business Development – Customer Service	Location: Refer to IEA
Date: 2025	

Company Profile
<p>Our way is to Find a Way</p> <p>Booth’s is a nationwide logistics company differentiated by our innate way of identifying people’s needs and delivering on them.</p> <p>Maybe it’s our experience, maybe it’s our upbringing. We like to think that finding a way is just a natural part of who we are. If customers have challenging requests, we’ll throw everything at it. When we just think that the team might need it, we’ll throw on the barbie.</p> <p>It’s this sixth sense that’s our not-so-secret secret to how we roll.</p> <p>Our ‘can do will do’ attitude is as much for our people, as it is for our customers. This natural way of being that’s in our DNA feeds a culture of thinking outside the box, empowering each other to make decisions and following through on what we say we’re going to do.</p> <p>This ability to see a need and deliver on it offers growth and opportunity for our people. If we can help every person feel valued by listening to their needs and finding a way, then we can help everyone reach their somewhere by being their somehow.</p>
Purpose
To support BLL’s customers by providing helpful information in a timely manner, answering questions and responding to complaints.
Key Responsibilities and Duties
<ul style="list-style-type: none"> • Maintain a positive, empathetic, and professional attitude toward customers at all times. • Respond promptly to customer inquiries. • Communicate with customers through various channels including phone and email. • Acknowledge and resolve customer complaints and escalate when necessary.

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- Know our products thoroughly to enable questions to be answered with authority and accuracy.
- Process orders and provide pricing and delivery information.
- Keep records of customer interactions, transactions, comments, and complaints.
- Communicate and coordinate with colleagues as necessary including planners, sales staff, managers.
- Provide feedback on the efficiency of the customer service process.
- Ensure customer satisfaction is at the heart of all decisions made – where possible.
- Set up new customer accounts and assist the sales team with any new business development.
- Daily/weekly/fortnightly reporting to our customers and depots as required.
- Ensure data in the CRM system is accurate and up to date.

General Responsibilities

All Booth's Transport employees are expected to take responsibility for:

Health and Safety

- Comply with and promote the Company's Health, Safety and compliance requirements
- Ensure that no action or inaction on our part while at work harms any other employee, customer, or member of the public.
- To follow the safe working practices set out in the Booth's Health and Safety Manual (or its revised equivalent) and relevant policies.

Compliance

- Comply with all relevant legislation by utilising tools and equipment in place appropriately to support compliant behaviours
- Understand the chain of responsibility and your role within that chain, ensuring that your behaviours are of a standard that does not influence or breach the rules or laws

Teamwork

- Be a constructive team member by promoting and actively participating in meetings and providing effective advice, support and encouragement to staff.
- Share information, ideas and resources with others
- Behave in a way that supports Booth's Transport brand and values.

Leadership

- Training and helping team members develop their skills
- Positively influence others to perform their jobs to the best of their ability

Customer Service

- Help promote and maintain a positive company image
- Consistently providing high quality service to customers and suppliers
- Deal efficiently and effectively with queries and correspondence from both internal and external customers/suppliers
- Manage customer complaints in a professional manner and escalate when deemed necessary to the General Manager

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Key Relationships

Internal

- CEO, CFO, People and Capability Manager, Branch Manager, Safety and Wellbeing Manager, Transport Manager
- All internal Senior Leadership Team (SLT), Managers, Supervisors, Team Leaders

External

- Customers

Qualifications/Experience

Qualifications

- Relevant tertiary qualification or equivalent relevant experience.

Experience

- A minimum of 3 years customer service or sales experience.
- Knowledge of office administration systems and business processes, including the Microsoft Office Suite.
- Technologically literate