

**SKILLS FRAMEWORK FOR ENVIRONMENTAL SERVICES
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Stakeholder and Customer Management					
TSC	Customer Management					
TSC Description	Manage customers with the goal of improving business relationships with customers and achieving service requirements					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	EVS-CFC-1005-1.1	EVS-CFC-2005-1.1	EVS-CFC-3005-1.1	EVS-CFC-4005-1.1	EVS-CFC-5005-1.1	EVS-CFC-6005-1.1
	Follow guidelines to provide customer service	Enhance customer service provision through interpreting on feedback	Collaborate with customers to achieve service outcomes	Develop customer relationships through analysis of customer data	Drive development and sustainment of customer relationships through application of service innovation to meet needs and requirements	Synergise customer needs and requirements with organisation capabilities to provide service
Knowledge	<ul style="list-style-type: none"> Types of triggers in the service environment Types of service challenges Customer needs and expectations Principles of effective communication Organisational requirements and procedures for customer handling and service delivery Characteristics of appropriate problem-solving tools and techniques Techniques to assess customer needs 	<ul style="list-style-type: none"> Methods to escalate areas of improvement to enhance customer experience Methods to tailor customer experience Customer Feedback Channels Characteristics of appropriate problem-solving tools and techniques Methods of customer needs' analysis 	<ul style="list-style-type: none"> Organisational requirements and procedures for customer handling and service delivery Types of information to be gathered to identify solutions Techniques to manage decision-making process Characteristics of appropriate decision making techniques Evaluative techniques to select a solution Communication techniques and channels relevant for disseminating decisions 	<ul style="list-style-type: none"> Basic understanding of buying behaviour and buying decision making process Customer Relationship Management Project Lifecycle Relationship Management Principles of effective customer relationships Customer satisfaction metrics Customer relationship management tool administration Concept of key customers, marketing and sales support, customer services Methods to innovate service processes 	<ul style="list-style-type: none"> Intermediate understanding of buying behaviour and buying decision making process Budget Setting and Management Service Innovation Framework Methods for communicating service quality and customer satisfaction performance to stakeholders 	<ul style="list-style-type: none"> Advanced understanding of buying behaviour and buying decision making process Strategies to establish value creating partnerships Process, infrastructure and resource requirements for service operations
Abilities	<ul style="list-style-type: none"> Identify triggers in the service environment that may lead to potential service challenges Apply service recovery procedures to respond to service challenges Identify customer needs and expectations Carry out measures to address urgent customer needs 	<ul style="list-style-type: none"> Support collection of information from various sources relevant to identifying customer needs and expectations Support creation of positive customer experience by offering customised and personalised services 	<ul style="list-style-type: none"> Collaborate with customers to provide service follow up Analyse gaps between actual service performance and organisation's service standards Deploy service quality improvement tools to improve service delivery process 	<ul style="list-style-type: none"> Review analysis derived from various sources to establish customer needs and expectations Develop customer account management framework to measure and evaluate customer satisfaction Facilitate dialogue sessions with customers 	<ul style="list-style-type: none"> Devise strategies to meet customer's requirements and expectations based on sales/customer management knowledge Lead budgeting and regulatory processes, ensuring consistent framework used to formulate and optimise business solutions 	<ul style="list-style-type: none"> Transform discussions of potential opportunities into actionable future plans with customers Cultivate value creating partnerships with customers Synergise customer and company advocacy Forecast future customer needs and requirements

**SKILLS FRAMEWORK FOR ENVIRONMENTAL SERVICES
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

	<ul style="list-style-type: none"> Identify areas of improvement as per customer feedback Identify service challenges that requires escalation 	<ul style="list-style-type: none"> Identify urgent customer needs through assessment Carry out collection of customer feedback Recommend areas of improvement as per customer feedback 	<ul style="list-style-type: none"> Apply logical deduction to anticipate service abnormalities Facilitate generation of solutions to solve service abnormalities Select a solution using appropriate evaluative techniques and criteria Evaluate the effectiveness of the implemented solution 	<ul style="list-style-type: none"> Maintain customer rapport to build customer confidence Adapt processes to measure and manage customer satisfaction and feedback Develop customer service plan to support customer Facilitate innovation of product or service offerings to respond to customer's needs and expectations 	<ul style="list-style-type: none"> Formulate service innovation framework Drive culture that promotes service innovation Devise service quality and customer satisfaction performance against benchmarking criteria and key performance indicators Guide discussions on service quality and customer satisfaction with stakeholders 	<ul style="list-style-type: none"> Transform forecasts into actionable resourcing plans to meet customers' needs
--	--	---	--	--	---	---