



Paper Planes

Standard Operating Procedures: Performance Review

Our Vision

Create a better world through fun!

Our Mission

Provide a subscription or one-off service to supply the best paper to paper plane fans!

Our Goal

Every one of our customers is special to us. We aim to achieve 99.9% customer satisfaction through our responsive customer support team and ease of ordering paper. Through this goal we will achieve 100,000 happy customers by December 2022.

Your Role

You are a customer service officer, here to provide the best value to our customers, and to create lasting happy relationships. We don't monitor the length you take on phone calls, we just want to know that the customer is looked after!

Who you report to

Our team is large and diverse, with members operating in Logistics and Warehousing through to our Sales and Customer Service team. As a Customer Service Officer, you report to Bill Murray, the General Manager of Paper Planes Pty Ltd. Our reporting structure is flat, meaning that you and most of our staff are only one or two levels away from me, Lee Smith, the founder of the company. We found that this approach means that we can resolve issues for our customers quickly.

Your KPI

You are measured against **First Contact Resolution** of 80%. Meaning that we want you to solve our customer enquiries immediately, and solve it right the first time. You can almost (within reason) provide any service that means we have a happy customer.

Common Problem Solving

1. Sometimes our customers order the wrong item – you have approval to despatch the correct item for them and arrange the delivery driver to collect the incorrect item from the client
2. Sometimes our customers want their orders yesterday – you can access client data sheets and see the stats of deliveries at any time
3. Schools and small businesses tend to be some of our largest clients – their accounts department will contact from time to time for accounting questions, just forward the questions to the correct department and give at least one day to respond (although we aim to respond on the day).

Professional Development

Don't forget about your future and your career. This role provides you plenty of experience in customer service, so think about the next couple of career steps you would like to take in the company to support your long term goals. Heck, if your goal aligns with our vision we might even grow with you.

Enjoy the journey,

Lee Smith

Founder

Paper Planes Pty Ltd