



Professional Membership Application Form



Why Customer Service?

For a long time, customer service delivery was determined by a philosophy of 'the customer is always right'. But the true value of customer service in driving long term business growth wasn't readily acknowledged by businesses, let alone treated as an essential business function.

Today, customer service is recognised as a profession that makes an immediate and tangible difference to an organisation's bottom line. In an increasingly demanding and fast-moving customer landscape, organisations need to deliver customer service that is relevant, world-class and continually improving.

CSIA helps you to see the world through a customer lens, and to deliver customer service excellence. As Australia's premier customer service organisation, CSIA is dedicated to championing customer service across all organisations, whether it is a business of one employee or one thousand. The ASEAs are open to all individuals and organisations servicing Australians.

Why Join CSIA?

CSIA believes that a great customer experience is fundamental to every business. For 20 years, the Customer Service Institute of Australia has been recognised as the leading authority on customer service in Australia, and has empowered and supported Australian organisations to meet their service excellence goals with best practice know-how, education, certification, international recognition, and practical support – all from a globally recognised service standard.

CSIA members lead in both customer service excellence and profitability, and include business and government organisations across a diverse range of industries – transport, finance, travel, business-to-business services, IT, government, and entertainment – and across a range of business sizes. While their specific needs and service delivery vary, they all work with CSIA for the same reason – a desire to deliver world-class customer service.

Great customer service isn't static. It changes over time, and presents new challenges for the professionals who work in the field. At CSIA, our focus is on continual improvement – so that you're not just seeing the world through a customer lens, but refocusing when it heads somewhere new.

Professional Membership

Associate Member



This grade of membership is available to all applicants: students, newly self-employed people and staff in their first customer service jobs or those in supervised front-line customer service positions.

We encourage Associate Members to develop their skills by using the content and services provided by CSIA.

Benefits

- Certificate proclaiming your membership
- Member discounts to CSIA networking events and functions
- 'The Lens', CSIA's monthly newsletter

\$110
Ex. GST
Annual
Fee

Member



CSIA Member status (MCSIA) is awarded to customer service professionals with five years' experience managing customer service activities, demonstrating successful, continuous professional and personal development.

This five year period may be reduced by up to two years, depending on educational qualifications held.

Benefits

- Recognition of professional standing through use of the CSIA designatory post-nominal letters: MCSIA
- Certificate proclaiming your membership
- Member discounts to CSIA networking events and functions
- Access to CSIA Quarterly, our membership magazine
- Access to invitation-only seminars and networking events

\$270
Ex. GST
Annual
Fee

Fellow



CSIA Fellow status (FCSIA) is awarded to customer service professionals with ten years relevant experience. Fellow applicants must have a proven record of successful continuous professional and personal development.

Admission will depend on the degree of seniority, reputation and acknowledged effectiveness in driving customer service excellence.

Benefits

- Recognition of professional standing through use of the CSIA designatory post-nominal letters: FCSIA
- Certificate proclaiming your membership
- Member discounts to CSIA networking events and functions
- Access to CSIA Quarterly, our membership magazine
- Exclusive speaker opportunities at CSIA seminars and networking events

\$270
Ex. GST
Annual
Fee

Note: Direct entry as a Fellow will be available only in exceptional cases for individuals prominent in the field of customer service.

Personal Details

Title Mr Mrs Miss Ms Dr
 Other (please specify)

Gender M F

First Name _____ Middle Name/s _____

Surname _____ DOB / / _____

Preferred Name _____

Job Title _____

Division / Department _____

Company _____

Primary Business _____ Annual Turnover (optional) _____

Contact Details

Preferred Address Business Personal

Preferred Phone Business Personal

Business

Address _____

Suburb _____

Postcode _____

State _____

Email _____

Phone _____

Website _____

Personal

Address _____

Suburb _____

Postcode _____

State _____

Email _____

Phone _____

Website _____



Complete and submit this application form to become a Professional Member of the Customer Service Institute of Australia (CSIA)

Email membership@csia.com.au
Mail CSIA, Member Services, Level 32, 101 Miller St, North Sydney, NSW 2060
Phone 1300 912 700, +61 (0) 2 8019 7026

Professional Membership

Qualifications (You may select more than one)

- None Certificate Advanced Certificate Diploma
 Advanced Diploma Associate Degree Bachelor Degree Graduate Certificate
 Graduate Diploma Masters Degree MBA Doctorate Degree

Employment History

Time in current position | | | Time in current company | | |
MTHS YRS MTHS YRS

Previous position

Time in previous position | | |
MTHS YRS

Previous organisation

Years in customer service | | | Years in management | | |

Current Organisation

Employees

- < 10 500 - 999
 10 - 49 1000 - 4999
 50 - 99 5000 - 9999
 100 - 499 10,000 +

Turnover

- < \$100K \$5M - \$20M
 \$100K - \$500K \$20M - \$100M
 \$100K - \$1M \$100M - \$500M
 \$1M - \$5M \$500M +

Company Type

- Listed Public Proprietary Limited Not for profit Partnership
 Unlisted Public Government Association Sole Trader

Customer Service

Area of interest (You may select more than one)

- Customer service metrics Customer-centred design
 Customer service management Design thinking
 Digital customer service Customer journey mapping
 Digital customer service Service blueprinting
 Digital customer service Omni-channel customer service
 HR policy Customer engagement
 CRM / IT functions Complaint management systems
 Service design Cultural change

Other

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Professional Membership

Membership Category

Membership is valid for a period of 12 months from the date of joining

Select the grade of membership for which you are applying:*

- Associate Member (\$110 ex. GST)
- Member (\$270 ex. GST)
- Fellow (\$270 ex. GST)

* Please note that CSIA highly recommends including your resume when applying for Member or Fellow Membership. Direct applications to Fellow are granted on a case by case basis.

Payment Details

Upon receipt of your completed membership application form and payment, CSIA will forward you a tax invoice and receipt.

Payment options (please select)

- Direct deposit or EFT payment***
Account name: Customer Service Institute of Australia Pty Ltd
BSB: 062 844 Account #: 1003 6599
*Please ensure that payment advice is emailed to membership@csia.com.au

- By cheque** - Made payable to 'Customer Service Institute of Australia Pty Ltd'

- By invoice** - Please send me an invoice

- By credit card, please complete details below**

Credit type Mastercard Visa American Express

Card number | | | | | | | | | | | | | | | | | | | | | |

Name on card

Expiry date

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