JOB DESCRIPTION

Position:	Customer Support Centre Representative
People Leader:	After Sales Operations Manager

Why you're here

Our Customer Support Centre is our Group's hub of customer queries and bookings. This means that you are often our customer's first point of contact in their experience with us. You play a key role in keeping our Service departments humming, and educating and retaining our customers through amazing customer service. You do this by scheduling regular booking reminders, managing inbound contacts, and making service department bookings across our four Toyota sites – and doing all of this with grace and professionally. Each day is different and our ability to connect with our customers and problem-solve is what sets us apart.

What you're responsible for

Creating Service department bookings

- Sending regular reminders to customers via their preferred contact method (phone, email, SMS, or letter) to help our customers protect their vehicles by servicing on time and the business to retain these customers
- Taking inbound enquiries and completing service department bookings for servicing, WOFs, repairs and recalls
- Maintaining customer records with up-to-date contact information, their contact preferences, and information that helps us best meet our customer's future needs
- Supporting our customers to get the most out of their products and plans by understanding and using them correctly
- From time-to-time, vehicles require safety campaigns to be carried out, and your role is to actively identify these campaigns on every contact

Cross-selling

- Taking opportunities to understand our customers' needs in order to recommend other products and services that would benefit them on every relevant call, such as retail detailing
- Meeting sales targets by relevant products and converting to sale, utilising gentle sales practices

Answering general queries

- Understanding customer needs to direct contacts to the correct site and department
- Ensuring a seamless and welcoming experience for our customers, no matter the need

Meeting quality and compliance obligations

- Actively participating in regular Quality Assurance (QA) reviews
- Maintaining adherence to our rosters including start, finish, and break times
- Complying with all relevant legislation such as the Privacy and Fair Trading acts
- Maintaining compliance with all internal standards and those set by Toyota New Zealand
- Completing all required training modules as set out internally and by Toyota New Zealand

While your four key responsibilities are: 1) creating service department bookings, 2) cross-selling, 3) answering general queries, and 4) meeting quality and compliance obligations, your People Leader and / or other team members may also assign you related tasks from time to time.

What success looks like for you

- Our Customer Support Centre (CSC) achieving the required service levels (these may change from time to time, but right now they are phone service of 80/30 for phone calls and an email response times of <4 hours)
- Meeting your individual occupancy and adherence targets
- Achieving high QA scores (80%+) and actively working on your development plan to build your capability and meet your goals. The core elements of our Quality framework are:
    - Connection with customers
    - Product knowledge
    - Professionalism
    - Problem solving
    - Compliance
    - Accuracy
- Our customers having amazing experiences with us, so that we achieve our NPS, and ease of booking, targets
- Achieving your sales targets for cross-selling products, such as retail detailing
- Collaborating and building strong and productive relationships with your colleagues, in particular the other CSC representatives, and everyone in our After Sales teams