

TE WHAKAATURAKA MAHI / JOB DESCRIPTION

Position Title *Te tūraka mahi* : Customer Services Representative **Area** *Te Tari*: Contact Centre
Reports to (title) *Ka whakarataia e*: Team Leader **SP10 placement**: B Band

Primary purpose *Te take matua*

To work in partnership with the organisation using a proactive approach, supporting and coaching in line with Otago Polytechnic's strategic goals and objectives.

As the first point of contact you will be responsible for providing a highly professional and proactive service to external and internal customers based on our organisation's values and policies. You will proactively provide information as requested on Otago Polytechnic programmes or other enquires by phone, email and social media to kaimahi (staff) and ākonga (students) both domestic and international.

Key responsibilities/accountabilities *Ko ngā takohaka matua / ko kā kaweka matua*

In order of importance, state the major responsibilities / accountabilities of the position and what is achieved

Key responsibilities / accountabilities <i>Ko ngā takohaka matua / ko kā kaweka matua</i>	Outcome Kā hua
Customer Service	<ul style="list-style-type: none"> • Customer service meets an exemplary standard including the provision of expert knowledge and assistance to Otago Polytechnic customers. • Professional, supportive and friendly service is provided to customers. • Customers are provided with product and service information utilizing the appropriate resources. • Issues regarding products or service are resolved promptly and efficiently. • Agreed standards are met for the support of Otago Polytechnic Academic and Service areas • All information is accurate and up to date, liaising with areas as required. • Knowledge of services, activities and functions handled by Otago Polytechnic are maintained. • Working knowledge of computer applications used by Otago Polytechnic are maintained and up to date. • New information is obtained and passed on to colleagues and other staff. • As required, provide cover for other customer service areas ie Customer Services Front Desk and Registry Teams • Respond to social media enquiries • Outbound calling to follow up on applications/offers
Observe principles and practices of Equal Employment Opportunity and Diversity	<ul style="list-style-type: none"> • Fair treatment in the workplace is delivered and observed
Fulfill Safety and Wellbeing responsibilities, accountabilities and authorities as outlined in Otago Polytechnic Safety and Wellbeing Policies	<ul style="list-style-type: none"> • Achievement of a healthy and safe work and learning environment • New and existing hazards will be pro-actively identified and managed • Incidents, accidents and occupational illnesses immediately reported

	<ul style="list-style-type: none"> Safe work methods will be adhered to including the use of Personal Protective Equipment
Fulfil our individual and collective responsibilities, accountabilities and expectations as outlined in The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021	<ul style="list-style-type: none"> Uphold the responsibilities outlined in The Education (Pastoral Care of Tertiary and International Learners) Code of Practice, contributing to a safe, supportive environment that prioritises ākonga wellbeing and success. Participate in required training to confidently apply the Code within your role. Integrate Te Tiriti o Waitangi principles and actively support equitable outcomes to create and support opportunities for ākonga voices to be heard, enabling responsive actions that meet ākonga needs and foster their achievement. Awareness to attain OP as an inclusive environment for all cultures and languages.
Fulfill Information Management responsibilities, accountabilities and authorities as outlined in Otago Polytechnic Information Management Policy	<ul style="list-style-type: none"> Create, maintain and store full and accurate records of activities, transactions, and decisions carried out in the course of daily business. Records are to be disposed of only when legally authorised to do so, as per Disposal Authorities: DA424 and GDA 6 and 7 Otago Polytechnic records are not to be created or maintained in any personal or private cloud storage services (e.g. DropBox)
Demonstrate organisation's values on a daily basis	<ul style="list-style-type: none"> Alignment to organisation behaviours is adhered to ensuring consistency in approach and delivery of outcomes Our values are consistently demonstrated.
Inherent Requirements:	

Inherent requirements refer to your ability to:

- Perform the essential duties and functional requirements of the job
- Meet the productivity and quality requirements of the position
- Work effectively in the team or other type of work organisation concerned; and
- Do the job without undue risk to your own or others health, safety and welfare at work.

Key working relationships <i>Kā honoka mahi matua</i>	
Key working relationships <i>Kā honoka mahi matua</i>	Nature and purpose of contact <i>Te āhua me te take o te honoka</i>
Team Leader	Formal Leader. Provide strategic and operation advice (both ways). Provide assistance and seek instruction on a wide range of matters.
Contact Centre, Registry and Customer Services Teams	Collegial support and advice, work distribution, peer discussions in a self-leading team environment. Work in partnership with others.
Otago Polytechnic Kaimahi (Staff)	Provide support, advice, guidance, information, communication and referrals. Provide strategic and operational advice (both ways). Provide assistance and seek instruction on a wide range of matters.
Customers	Provide first level support, advice and communication on a range of matters.
External partners, stakeholders, including but not limited to industry, community and mana whenua	Work in partnership to understand needs and how we can meet these.

Decision making authority <i>Kā rakatirataka whakatauka</i>	
Decisions expected <i>Kā whakatauka tūmanako</i>	Recommendations expected <i>Kā taunaki tūmanako</i>
Prioritisation of work load and portfolio to bring about maximum organization benefit	Priorities determined
Approvals in accordance with the Delegations of Authority; sign off letter of appointment and variations as required.	Decisions and Expenses approved in line with budget and delegation in a timely and accurate manner. These are as per Otago Polytechnic policies as amended from time to time
Position dimensions <i>Kā āhuataka tūraka</i>	

List the relevant financial and staffing dimensions for which this position is accountable.

- **Sales/revenue:** Nil
- **Budget:** Nil
- **Number of employees reporting directly:** Nil

Selection Criteria – Knowledge & Skills *Whakariteka Kōwhiritaka - kā mātauraka me kā pūkeka*

Essential:

- Experience in the use of telephone call techniques
- Experience in responding to customers via email
- Experience providing exceptional customer service
- A good knowledge of the core Microsoft Suite range of applications
- Accurate spelling and a good knowledge of the English language.
- Experience working in a co-operative team environment.
- Experience in collating, formatting and composing documentation
- Proven experience in a busy administration role
- Experience in liaising and supporting students of all levels and of diverse backgrounds
- Local knowledge of Dunedin city and the tertiary precinct
- Ability to work on a shift between 7:45 and 5pm
- Ability to work on / deliver outcomes for a small scale project as directed by the Contact Centre Team leader

Desirable:

- Experience working in a contact centre environment
- Proven experience in a micro-counselling role
- Experience working with Student Management Systems or similar corporate computer systems.
- Previous experience working in a professional office or tertiary environment
- Adaptability to new technologies, systems and processes.

Selection Criteria – Education and Experience *Whakariteka Kōwhiritaka - kā kuraka me kā wheako*

- Experience in a customer services role preferred but not essential

Personal Attributes *Kā Āhuatanga Whaiaro*

- Be an effective Te Tiriti o Waitangi partner by supporting the values and tikaka of mana whenua throughout your mahi
- Facilitative and collaborative leadership style
- High level of professional and ethical conduct
- Effective time management skills
- Initiative, enthusiasm and a positive attitude
- Proven ability to work under pressure.
- Flexible, responsive and customer orientated manner

This position description outlines the key accountabilities/ responsibilities and the selection criteria against which you will be assessed as suitable for the position. As such there will be specific job requirements that we refer to as Inherent Requirements.