

Customer and Information Advisor

Kaupapa | Purpose

- The Customer and Information Advisor is part of the Information and Operations Team within the Student Enrolment and Information Centre who are the first point of contact for prospective and current ākonga (students), as well as other external stakeholders. The team provide expert advice through multiple mediums (phone, email, face-to-face) to ākonga to help them achieve their career and study aspirations, as well as accurate advice to internal customers.
- The Customer and Information Advisor is responsible for providing an efficient and customer focussed service which includes other administrative tasks that support the end-to-end admissions and enrolment processes. The role plays an important part in the recruitment and retention of ākonga at Wintec.

Reports to: Student Enrolment & Information Centre (SEIC) Manager

Team: Wintec

Remuneration: IEA Band 3 (\$59,700 to \$65,000)

Ngā mahi | Do

Customer Service

- Understands and believes in the importance of customer service.
- Consistently provides an exceptional experience to all internal and external customers through meeting and exceeding customer needs.
- Listens to and understands the needs of customers to provide a service that is tailored to the individual. Specifically, the needs of individual ākonga are explored and understood to

provide solutions to meet their study and career aspirations.

- Displays a professional, courteous and empathetic approach to each customer interaction.
- Considers equity and diversity in each interaction.
- All customers are communicated with respectfully and clearly so the complex policy requirements that may apply to admission and enrolment processes are understood.
- Proactively takes ownership of ensuring customer facing areas are kept tidy, are welcoming and fully stocked with Wintec promotional material eg brochures, signage and other branded material

Finance

- Accurately processes and accepts payment face-to-face and via the telephone.
- Collates daily reports, which are checked for accuracy and presented to Finance.

Product Knowledge

- Maintains an overview of tertiary education and can clearly explain the unique benefits of studying at Wintec.
- Wintec product and service knowledge is maintained to consistently provide tailored recommendations to prospective learners and ākonga.
- Has a broad understanding of market career opportunities and demonstrates a strong knowledge of career pathways.
- Has a good working knowledge of other external agencies relevant to supporting tertiary study e.g. StudyLink, Immigration New Zealand and can appropriately refer ākonga queries and requests.
- Attends product knowledge sessions.

Relationship Building

- Proactively engages with internal stakeholders to build the knowledge required to problem solve issues to meet customer needs.

- Clearly and concisely communicates with a wide range of people in varied situations, both orally and in writing.
- Effectively listens and understands cultural differences that may impact communication styles and responds accordingly.

Administration

- Maintains accurate records of activities, as well as ākonga and customer interactions in the format required for reporting by the Team Leader.
- Responds to inbound telephone and email enquiries accurately and within agreed timeframes.
- Outbound calls are undertaken where required to support the admissions and enrolment process, this may include but is not limited to intention calls and setting up admission interviews.
- Assists with data entry tasks to a high standard in a timely manner, ensuring minimal delay for both internal and external stakeholders. This may include, but is not limited to data entering application forms, uploading supporting documents and scanning documents to student accounts.
- Uses the Student Management System (SMS) with confidence and knowledge to respond to ākonga enquiries and to complete administrative tasks.
- Meets deadlines and takes ownership for own responsibilities.

Teamwork

- Works co-operatively, respects and is open with others in a team-setting to achieve results and meet team goals.
- Works in an open and transparent manner with SEIC colleagues and other kaimahi across the organisation to promote mutual respect of each other's work.
- Participates in the setting of individual and team goals.
- Meets start/finish and break times as rostered.

Health and safety management accountabilities are understood and applied.

Individual and staff H&S outcome and objectives

- Significant hazards in the area of responsibility are identified, documented and reviewed annually or as new hazards emerge
- Significant hazards are eliminated, isolated and/or risk minimized
- Staff in the area of responsibility are involved in the hazard management

Wintec culture

- Observes Wintec's mission, strategies, priorities and values in all activities
- Follows all Wintec and Te Pūkenga's policies and procedures and legislative obligations
- Demonstrates an understanding and commitment to the principles of the Treaty of Waitangi and Equal Employment Opportunities (EEO)
- Demonstrates an understanding of and commitment to Wintec | Te Pūkenga mission, strategies, priorities and values
- Promotes equity and diversity in the workplace; builds mutual trust; and treats kaimahi equitably, transparently, fairly and in a culturally appropriate manner
- Undertakes continuous improvement and development of systems, procedures and service to ensure Wintec maintains and develops its position as a leading provider of vocational education and training

Other duties

- Performs other duties as may be reasonably required from time to time

Demonstrate commitment to:

Te Tiriti o Waitangi. Through our developing understanding of our obligations and our connection with Te Tiriti o Waitangi as both individuals and as an organisation.

Ākonga at the Centre. Through prioritising the experience, wellbeing, and success of our ākonga in our decision-making process.

Equity. Through recognition, empowerment, and inclusion we can give greater acknowledgement of the unmet needs of Māori, Pacific and disabled ākonga and their whānau.

Vocational Education and Training Excellence. Through quality provision for all ākonga, meeting the regional needs of employers and communities.

Pūkenga | Have

Education, Training and Experience

Education | Training

- Tertiary qualification at Level 5 or above eg New Zealand Diploma in Business Level 5 or a minimum of 2 to 3 years' work experience in a customer facing role.

Experience

- Customer Service and or sales experience within a frontline or contact centre environment.
- Experience in the use of a range of communication mediums to manage customer relationships including telephone, email, call cycles, social media and networking.
- An understanding of the tertiary sector would be useful.

Typical knowledge, skills and attributes

- Self-motivated and energetic; able to exercise sound judgment and use initiative.
- Excellent interpersonal, relationship building and communication skills with the ability to work with a diverse range of people and cultures, at a variety of levels, especially youth.
- Excellent organisational and administrative skills, including a good working knowledge of the Microsoft Office suite. Knowledge of using a student management system or CRM would be an advantage.
- Awareness and sensitivity to cultural, linguistic and communication needs of customers from diverse backgrounds. Commitment to the principles of equity, diversity and inclusion.

- Able to demonstrate experience in providing timely and accurate advice to a range of customers and other stakeholders.
 - Ability to learn, understand and communicate details of the diverse range of products offered by Wintec and able to explain these to prospective learners to meet their study and career aspirations. Empathetic to improving the future of people through education.
 - Proven ability to maintain accuracy and attention to detail in a fast-paced environment.
 - Ability to work effectively in a close team environment.
 - A flexible and adaptable approach to tasks and the ability to manage and prioritise conflicting demands.
 - Demonstrates resilience in a work environment which has peak busy periods and is subject to change.
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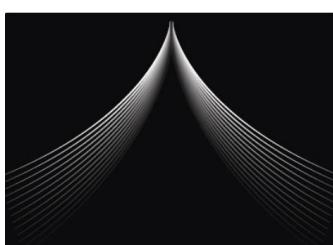
Wintec Values



Manawa nui describes the behaviour of a person or group that embodies manaakitanga (kindness), humility, patience, respect, tolerance and



Manawa roa describes the behaviour of a person or group that embodies staying power, resilience, fortitude, grit and doing what needs to be done to achieve the collective goal.



Manawa ora describes the behaviour of a person or group that embodies the act of breathing life into all aspects of another life form.

Ngā Hononga Mahi | Working relationships

Internal:

Academic Staff / Administration Staff / Team Managers/Team Leaders/Coordinators

External:

Ākonga / learners / Business / Industry / Community / Community groups / Secondary Schools / Potential future leaders / Parents, Career services

Resource delegations and responsibilities:

Financial: Nil

People: Nil