

CUSTOMER SERVICE REPRESENTATIVE

Location: Tauranga

Reports to: National Administration Manager

Key Relationships: Enquiring families, Centre Managers, Administrators



WHY YOU'RE HERE

At BestStart, we stand up and stand out for our children, families and communities. We're leaders in the early childhood sector, we make a difference and we love what we do. We pride ourselves on being an inclusive team. We encourage our people to bring their unique selves to work. It doesn't matter who you are, if you're passionate about making a difference, you belong here.

WHAT YOU'LL DO

- Respond and follow up on communications from enquiring families via telephony, emails, webchat and other social media platforms
- Provide amazing support to centres to ensure best practice in customer service with enquiries, administration processing and MoE Funding requirements are met
- Despatch enrolment information as required
- Keep up to date knowledge of new centre developments
- Know your customers and our centres; ensure you are fully available to support with any queries they may have or information they require
- Ensure all enrolments, booking changes, attendance records and all other paperwork is entered and processed accurately as per the MOE guidelines
- Participate and contribute to team meetings and activities
- Be a great communicator
- Role model our values, inspire and motivate others to high performance
- Be curious, show courage, determination and resilience
- Understand and adhere to legal, compliance and regulatory frameworks
- Act as one team - collaborate with others to achieve the best results for our people and tamariki

THE SKILLS, KNOWLEDGE AND EXPERIENCE YOU'LL NEED

- 2 + years experience in a general office administrative role
- An understanding of the ECE sector would be advantageous as well as the APT childcare software
- Demonstrate high attention to detail
- Experience using the Microsoft office suite
- Ability to function at a high level in a busy environment
- Maintain professional and respectful relationships with colleagues across the organisation
- Demonstrate a passion for and a commitment to providing exceptional administrative support to our teams
- Good verbal and written communication skills
- Self-motivated, innovative, reflective and prepared to think beyond the boundaries
- Be results orientated
- Strong organisational and time management skills

HEALTH & SAFETY

- Actively promote and role model health & safety awareness
- Complete health & safety training as required
- Identify, report and escalate risks, health, safety and environmental hazards within the workplace and take appropriate action
- Understand and meet, any legally binding health & safety