

# Customer Service Support



## Purpose

To ensure that TSB Bank's products and services are appropriately promoted to deliver good outcomes and provide unparalleled customer care to all customers.

## Role dimensions

- **Reports to:** Team Manager
- **Division:** Customer Delivery
- **Direct Reports:** No
- **Financial authority:** Nil

## Person specifications

- Secondary schooling 4-5 years with NCEA in English and Maths
- Organisational and time management skills
- 1+ year's experience in a customer service or hospitality role and/or 1-3 years experience in a call centre environment
- Knowledge of customer service practices and principles
- Excellent computer and typing skills
- Superior listening, verbal, and written communication skills
- Ability to handle demanding situations appropriately

## Role specific areas of responsibility

- To provide prompt service and answers to enquiries from customers and potential customers via all communication channels (phone, email, secure message, chat, social media).
- To assist customers through consultation and education on the most effective use of the Bank's products and services to meet their needs.
- To pre-qualify prospects and convert opportunities to leads and appointments.
- To establish identity of customer and ensure customers current needs are identified with accurate and complete information always being provided, within the Bank's service standards.
- Document all contact information according to standard operating procedures and exercise sound judgement in the use of delegated discretion.
- Identify and escalate issues and innovative ideas to Team Managers.
- Achieve all Contact Centre, Customer Service and Bank key performance targets.
- Operate within the guidelines of the Banks policies and procedures and develop a comprehensive understanding of the Banks Services and policy parameters.
- To ensure confidentiality standards are maintained at all times. All information on customer dealings to be treated in strictest confidence, and in terms of the Privacy Act requirements.
- Lead an active role in customer remediation by collecting, updating and completing identification of customer records.

From time to time there may be additional activity not contained within this position description that the appointee is to complete in the interests of the role and their own personal development.

This position description provides a broad overview of responsibilities. The position description is a living document, and the Bank reserves the right to amend from time to time as required.