

Position Description

Position Title	Customer Care Representative		
Location	Auckland	Reports to	Customer Care Team Leader
Hours	40 hrs for full-time and 24hrs for part-time per week	Direct reports	Nil
Main Purpose	Provide outstanding customer service and ensure the client is supported by the right person, at the right time.		

Key Result Area	Key Accountabilities	Expected Results
Customer Service	<ul style="list-style-type: none"> Inbound calls are acknowledged and all customers are greeted promptly and courteously in an efficient manner Outbound calls to client and Support Worker are made to ensure any changes to scheduled visits are communicated Maintains high level of customer service under all conditions, determining action in a timely manner (i.e. escalating where appropriate) Establishes positive relationships with with key stakeholders, including clients Support Workers and team members, by demonstrating excellent customer service 	<ul style="list-style-type: none"> Respond to, as the first priority, all forms of incoming contact in accordance with agreed processes and service level agreements Any changes to appointments are made and communicated to staff and clients All interactions with Support Workers or clients are recorded in Call Agent Clients and customers have a positive experience with RDNS NZ Ltd All clients are treated with respect, regardless of their background – as evidenced by client feedback
Being part of the Team	<ul style="list-style-type: none"> Support a high performing team through demonstrating open communication, integrity and trust Work to solve problems, share information, provide input and ideas on how the team could be more efficient Open to feedback and ideas from others Exhibits team player behaviour at all times and works to ensure a positive working environment 	<ul style="list-style-type: none"> Understands own and others positions and roles in achieving team objectives Actively participates in team meetings
Cultural Diversity	<ul style="list-style-type: none"> Ensure that practice reflects the principles of Te Tiriti o Waitangi Show a genuine interest and understanding of the diversity of the clients RDNS NZ has contact with 	<ul style="list-style-type: none"> All clients are treated with respect, regardless of their cultural/diverse background – as evidenced by client feedback and satisfaction surveys
Health & Safety	<ul style="list-style-type: none"> Comply with all RDNS NZ policies related to Health and Safety in the workplace 	<ul style="list-style-type: none"> Attend any Health and Safety courses as required by RDNS NZ Ltd Health and Safety concerns or issues are raised with line management Physical environment is clean, safe and secure

Competencies and Qualifications

- **Communication:** Ability to communicate effectively with people from diverse social and ethnic backgrounds
- **Team enhancement:** Possesses a team work ethic: demonstrates capacity to work as a team player
- **Service orientation:** Sees both internal and external customers as paramount and works to anticipate customer needs and ensure customer satisfaction
- **Negotiation Skills:** Demonstrates an understanding of problems from the viewpoint of the different parties, and will present their own viewpoint in a diplomatic way in order to gain resolution to problems/issues
- **Decision Making:** Makes sound timely decisions based on the assessment of options, risks and benefits.
- Strong administrative skills with proven experience in an administrative environment
- Experience with multi-tasking with computer systems while engaging with clients



Excellence



Wellbeing



Manaaki



Integrity



Community