

TE WHAKAATURAKA MAHI / JOB DESCRIPTION

Position Title *Te tūraka mahi* : Customer Services Representative **Area** *Te Tari*: Customer Services

Reports to (title) *Ka whakarataia e*: Team Leader

SP10 placement: C 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 and Te Pūkenga'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 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.
Enquiries, Applications and Enrolments	<ul style="list-style-type: none"> • Provide learners with support and advise on their enquiry, enrolment or application throughout their learner journey.
Remittances, Receipting & Banking	<ul style="list-style-type: none"> • Remittances are verified correct and accurately receipted. • Liaison with Business Services or other areas when required • The funds are receipted and allocated to the correct account • Daily balancing and the receipted money is completed accurately. • Issues are resolved promptly and accurately <p><i>Accurate banking reports are sent with the banking and copies to Business Services</i></p>

Graduation Support	<ul style="list-style-type: none"> • Graduation assistance to ensure a well-run graduation with all students who are eligible to graduate • There is liaison and assistance given to the Graduation Co-ordinator as and when required in accordance with Graduation processes, the processes include but are not limited to issuing of gowns and trenchers, receipting of regalia hires
Learner Fees	<ul style="list-style-type: none"> • First point of contact for learners regarding FeesFree • Provide support and assistance with completing Statutory Declaration • Provide support and assistance for applying to StudyLink for Student Loan and Student Allowance • Providing students with support and advice, connecting them with student success, Te Punaka OWheo, Pasifika liaison, OPSA and any other agency or department who could assist the student,
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 • Safe work methods will be adhered to including the use of Personal Protective Equipment
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 Otago Polytechnic Te Pūkenga'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 • Values of Manawa Ora Manawa Roa Manawa Nui are demonstrated at all time • Manawa nui – We reach out and welcome in • Manawa roa – We learn and achieve together • Manawa ora – We strengthen and grow the whole person

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 *Kā honoka mahi matua*

Key working relationships <i>Kā honoka mahi matua</i>	Nature and purpose of contact <i>Te āhua me te take o te honoka</i>
Ākonga (Learners)	Provide first level support, advise and communication on a range of matters relating to the learner journey

Business Services Team	Work in conjunction with the Business Services team in matters relating to finances whether learner or otherwise
Academic Registry Team	Work in conjunction with the Academic Registry team in relation to matters regarding learner enrolments and applications.
Learner Services Team members	Collegial support and advice, work distribution, peer discussions in a self-leading team environment.
Director Learner Services	Provide strategic and operational advice (both ways). Provide assistance and see instruction on a wide range of matters.
Team Leader	Formal Leader: Provide strategic and operational advice (both ways). Provide assistance and see instruction on a wide range of matters
Kaimahi (Staff)	Provide support, advise and communication on a range of matters.
Customers	Provide first level support, advise and communication on a range of matters.

Decision making authority *Kā rakatirataka whakatauka*

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 *Kā āhuataka tūraka*

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:

- Highly developed sense of integrity and commitment to customer satisfaction
- Knowledge of and experience in customer service principles and practices
- A sound and up to date knowledge and experience using MS Word and MS Excel.
- A good working knowledge of databases including experience in data inputting
- 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

Desirable:

- Experience working with Student Management Systems or similar corporate computer systems.
- Previous experience working in a professional office or tertiary environment is desirable.
- Adaptability to new technologies, systems and processes.
- Experience of using a computer based phone system is an advantage

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

Essential:

- A relevant qualification or experience in office administration Level 4 is preferred but not essential
- Demonstrable experience in a front-line customer service position.

Personal Attributes *Kā Āhutatanga 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.