

# Customer Service Support

## Our Massive Transformational Purpose

**Unleash our unparalleled customer care for community good**

## Our Values

**People first:** We put you at the center of everything we do

**One team:** We're stronger together

**Innovation:** We find a better way

**Integrity:** We do right by you

**Keep it simple:** We like things straight forward

## Customer Service Support

### Working at TSB

Our people are proud to belong to a 100% independent NZ owned Bank and proud to see the results of their efforts invested back into New Zealand. Our people can see the impact of their work benefitting New Zealanders as they work towards the bank's purpose: Helping New Zealanders get ahead by making banking really easy. Every time. Everywhere.

Our strong corporate values: One Team, People First, Integrity, Innovation, Keep it Simple set our standards and set us apart. We demonstrate our People First value through the distribution of our profit for the benefit of others and by providing our employees with a place to belong, grow, and be recognised.

We work together as a One Team community to ensure a sustainable future and we encourage every employee to have a voice and be an active participant in our success. We aim to create remarkable experiences for our people just as our people create remarkable experiences for our customers.

### Role dimensions

**Reports to:** Manager  
**Department:** Customer Solutions and Service  
**Job Family:** Customer and Business Support

**Direct Reports:** 0  
**Total Employees:** 0  
**Financial Authority:** No

### Role requirements

#### Primary purpose

The primary purpose of the role is to provide a professional consultancy and the highest standard for customer service. To satisfy customer needs by providing a 110% commitment towards the Bank's customer solutions and service philosophies.

#### Role specific areas of responsibility

- That the highest possible standard of quality is always delivered. That information passed to customers is accurate and complete.
- That at all times the image of the Bank is maintained by appearances, behaviour and manner in which quality service is provided.
- To ensure that all Bank's products and services are appropriately promoted to deliver good customer outcomes.

- To assist customers through consultation/education on the most effective use of the Bank's products and services to meet their needs.
- To receive inbound telephone enquiries, provide consultation and forward fulfillment information packs.
- Provide prompt product and service information resulting from enquires or requests. This can be both oral and written.
- Refer existing and new customers to a channel which can most effectively and efficiently manage their relationship.
- To assist with strategic marketing initiatives.
- To contribute to team needs and achievement objectives.

### **Generic responsibilities**

- Keep up to date with and comply with all Bank policy and procedures.
- Comply with all health and safety policies, directions and instructions and ensure that in the performance of duties not to undermine own health and safety or the health and safety of any other person. Be continually mindful of the Bank's Health and Safety Policy:
  - No business objective will take priority over health and safety.
  - All incidents are preventable.
  - Whilst management have ultimate accountability, we all have responsibility for health, safety and wellness.
  - All employees have the responsibility to stop any job they believe is unsafe or cannot be continued in a safe manner.
- At all times demonstrate the Bank's values
- Embrace change and act as a change agent – accepting, embedding and reinforcing change in the workplace.

### **Person specification**

#### **Experience and qualifications**

- 4-5 Years secondary schooling, with NCEA, or equivalent, in English and Maths
- Strong computer skills
- Organisational and time management skills
- Preferable experience of 1+ years in a customer service role

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 appointment 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.