

A wānanga provided in section 162(4)(b)(iv) of the Education Act 1989, is characterised by “teaching and research that maintains, advances and disseminates knowledge and develops intellectual independence, and assists the application of knowledge regarding āhuatanga Māori (Māori tradition) according to tikanga Māori (Māori custom)”.

<b>Tūranga</b> <i>Position</i>	<b>Receptionist / Contact Centre Representative</b>	
<b>Uepū / Wāhanga</b> <i>Department</i>	<b>Kahutaupua – Tatau Pounamu</b>	
<b>Rohe</b> <i>Region</i>	Te Puna Mātauranga	
<b>Wāhi Mahi</b> <i>Location</i>	<b>Te Puna Mātauranga</b>	
<b>Whakatau ki</b> <i>Reports to</i>	<b>Team Lead – Contact Centre</b>	
<b>Māka Pūtea</b> <i>Salary Grade</i>	<b>AL5</b>	
<b>Māngai Pūtea</b> <i>Financial Delegation</i>	<b>N/A</b>	
<b>Wā Roanga</b> <i>Tenure</i>	<b>Permanent Full-time</b>	
<b>Ngā Rōpu Whaihua</b> <i>Functional Relationships</i>	<u>Internal</u> <ul style="list-style-type: none"> <li>Te Puna Mātauranga and TwoA kaimahi</li> <li>All Uepū Managers</li> <li>Personal Assistants and Administrators</li> </ul>	<u>External</u> <ul style="list-style-type: none"> <li>Manuhiri</li> <li>Community Stakeholders</li> <li>External Stakeholders</li> <li>Contractors and Suppliers</li> <li>Tauira and prospective tauira</li> </ul>

**Pūtake Tūranga - Role Purpose**

The primary purpose of the Receptionist / Contact Centre Representative is to provide high quality reception and customer service for Te Puna Mātauranga through knowledgeable, courteous and professional services to visitors, callers and prospective tauira and to attain first call resolution to callers and prospective tauira to maximise the outcomes for TWoA.

The role will also provide administrative support for Tatau Pounamu leadership team to achieve the effective and efficient delivery of the strategic objectives of the uepū.

<b>Key Performance Indicators</b>	<b>Success Factors</b>
<p><b>Reception</b></p> <ul style="list-style-type: none"> <li>- Greet and welcome manuhiri to Te Puna Mātauranga</li> <li>- Determine nature of business, respond to queries and notify appropriate staff</li> <li>- Receive and transfer incoming telephone calls</li> <li>- Sign for any incoming packages and receive hand delivered material, couriers and orders and office supplies</li> <li>- Maintain the reception area in a presentable and welcoming style</li> <li>- Sort and allocate incoming mail and organise outgoing mail for pick up</li> <li>- Plan and coordinate site events in conjunction with other staff in the building where required</li> </ul>	<ul style="list-style-type: none"> <li>- Manuhiri are greeted or acknowledged on arrival in a positive, courteous and professional manner</li> <li>- Queries are responded to appropriate staff notified</li> <li>- Calls are received and relayed to appropriate staff person</li> <li>- Packages, courier deliveries and office supplies are distributed appropriately</li> <li>- The reception area is tidy and welcoming and information, pamphlets etc are available</li> <li>- Tasks associated with mail management are completed to the standard required and within stated timeframe</li> <li>- High level of support provided to functions</li> <li>- Site resources are maintained to a ready to use level</li> </ul>
<p><b>Contact Centre</b></p> <ul style="list-style-type: none"> <li>- Respond to incoming calls, messages and emails in a prompt, friendly, and effective manner</li> <li>- Conduct customer follow ups and call backs promptly as required</li> <li>- Deliver prepared scripts to persuade potential taura to investigate options for study at TWoA</li> <li>- Maintain high levels of specialised knowledge of TWoA programmes to assist taura to source the most appropriate programme / course</li> <li>- Contact prospective taura, follow up on stalled enrolments, early withdrawals and no shows for programmes</li> <li>- Accurately record all necessary call data, as required for each call type according to standard operating procedures</li> <li>- Meet or exceed daily sales targets as agreed from time to time by Contact Centre Team Lead</li> <li>- Co-ordinate the speedy resolution of customer issues and respond knowledgeably to questions</li> <li>- Utilise initiative to proactively reduce repeat issues or trends</li> </ul>	<ul style="list-style-type: none"> <li>- Incoming calls, messages and emails are resolved professionally and in a timely manner</li> <li>- Service provided to the customer is accurate and within the designated timeframe</li> <li>- Scripts are utilised and adhered to on all occasions for potential taura queries</li> <li>- Regular training is undertaken on programme / course content and availability to achieve first call resolution and maximise customer satisfaction</li> <li>- Prospective taura are contacted within agreed timeframes as requested and in the appropriate manner</li> <li>- Standard operating procedures are adhered to and data recorded accurately</li> <li>- Minimum quality targets set by Team Lead are achieved</li> <li>- Optimise resources to provide an accurate and prompt response to questions</li> <li>- Upline manager is notified of identified trends with possible solutions</li> </ul>

<b>Key Performance Indicators</b>	<b>Success Factors</b>
<p><b>Administration</b></p> <ul style="list-style-type: none"> <li>- Provide administrative support for Tatau Pounamu (National Call Centre) leadership team</li> <li>- Update existing customer information</li> <li>- Process forms and applications</li> <li>- Produce call reports</li> </ul>	<ul style="list-style-type: none"> <li>- Assigned tasks are completed in the requested timeframe, to a high standard</li> <li>- Database is accurate and current</li> <li>- Forms and applications are processed in accordance with procedure</li> <li>- Reports are provided as required</li> </ul>
<p><b>Health and Safety</b></p> <ul style="list-style-type: none"> <li>- Comply with all health and safety and wellness policy and procedures</li> <li>- Recognise and address circumstances to prevent unhealthy or unsafe situations</li> <li>- Perform any manual duties in a safe and responsible manner</li> <li>- Report faults in accordance with policy</li> <li>- Process risk management forms and health and safety issues accordingly</li> </ul>	<ul style="list-style-type: none"> <li>- Health safety and wellness policies and procedures are adhered to and complied with</li> <li>- Risk minimisation assessment is completed and any identified mitigation action taken</li> <li>- Zero harm while carrying out duties and programme delivery meets all safety standards as outlined in policy and procedures</li> <li>- Faults are reported immediately to relevant personnel</li> <li>- Forms are completed that accurately reflect risks and health and safety issues</li> </ul>
<p><b>Other Duties</b></p> <ul style="list-style-type: none"> <li>- Undertake other duties as required provided the kaimahi has the required skills and qualifications</li> <li>- Undertake professional development</li> <li>- Attend hui kaimahi as requested</li> <li>- From time to time all kaimahi are encouraged to engage in other activities outside their assigned duties, such as (but not limited to) setting up and attending pōwhiri, hosting visitors, recruitment drives and supporting other kaimahi in their roles</li> </ul>	<ul style="list-style-type: none"> <li>- Requests by the Lead are undertaken</li> <li>- Professional development is undertaken as agreed</li> <li>- Hui are attended as required</li> <li>- Positive engagement in activities that contribute to overall functionality and operation of Te Wānanga o Aotearoa</li> </ul>

## Person Specification:

<p><b><u>Qualifications and Experience</u></b></p>	<p><b>Qualifications:</b></p> <ul style="list-style-type: none"> <li>• NZ Certificate in Contact Centres (Level 4); or</li> <li>• New Zealand Certificate in Business (Administration and Technology) (Level 4)</li> <li>• Full NZ Drivers Licence (Class 1)</li> </ul> <p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Proven (3 – 5 years) experience in listening and communication skills</li> <li>• Proven (3 – 5 years) ability to apply initiative and common sense in a variety of situations</li> <li>• Proven ability to interact with other functional groups to ensure customer satisfaction</li> <li>• Proven ability to meet established productivity goals – sales, call handling time, records accuracy</li> <li>• Proven (3 – 5 years) experience in dealing with a variety of callers in the field of education</li> </ul> <p><b>Āhukatanga Māori:</b></p> <ul style="list-style-type: none"> <li>• Actively engages in cultural activities and has an excellent understanding of Āhukatanga Māori (values, culture and tikanga)</li> <li>• Able to understand and converse in Te Reo Māori (TARM level 4 or equivalent qualification)</li> <li>• Actively applies Te Wānanga o Aotearoa values in the workplace</li> </ul>
<p><b><u>Technical Skills</u></b></p> <p>Are the specialised skills and abilities required for a particular role</p>	<ul style="list-style-type: none"> <li>• Intermediate skills in call centre systems</li> <li>• Intermediate knowledge of customer service principles and practices, sales principles and methods</li> <li>• Intermediate data entry and typing skills</li> <li>• Intermediate user knowledge of Microsoft Office Suite</li> <li>• Intermediate written and oral communication</li> <li>• Intermediate level of technology proficiency</li> </ul>
<p><b><u>Behavioural Skills and Attributes</u></b></p> <p>Behavioural Competencies are the role specific behaviours and attitudes required by kaimahi (staff) to be successful in their roles</p>	<p><b>Adaptability</b> Adjusts behavioural style or method of approach to the needs of a situation to achieve a goal.</p> <p><b>Attention to Detail</b> Achieves thoroughness and accuracy when accomplishing a task through concern for all the areas involved.</p> <p><b>Approachability</b> Makes others feel comfortable, welcomed and at ease should they need support, help or advice. Is perceived as helpful, genuine and amicable.</p>

**Business Acumen**

Understands the business; uses knowledge of the organisation and external markets to identify potential risks, threats and opportunities – demonstrates sound business sense

**Customer Focused**

Builds positive rapport with all external and internal customers. Is attentive and responsive to their needs and is proactive when finding solutions. Goes beyond expectations in providing exceptional support, advice or help. Represents Te Wānanga o Aotearoa in a positive light.

**Initiative**

Is proactive and looks at improving current systems and processes, looks at things in new and better ways.

**Listening**

Practises attentive and active listening, has the patience to hear people out and is perceived to have good rapport and reputation by others.

**Organising**

Marshals resources (people, funding, materials and support) to get things done; orchestrates multiple activities at once to accomplish a goal; uses resources effectively and efficiently; and arranges information to a high standard.

**Problem Solving**

Uses a combination of logic, analysis, experience, wisdom and advanced methods to make sound and timely decisions, and to solve problems. Solves difficult problems and creates effective solutions.

**Time Management**

Uses time effectively and efficiently; concentrates efforts on the most important priorities; and independently handles several tasks at once.