

<b>Proposed Role Outline</b>	<b>Contact Centre Representative – Inbound</b>
<b>Location</b>	Te Puna Mātauranga
<b>Reporting to</b>	Team Lead - Contact Centre
<b>Number of Direct Reports</b>	Nil
<b>Salary Grade</b>	Level 4
<b>Role Overview</b>	<p>The primary purpose of the Customer Representative - Inbound is to provide first point of call to deliver and advocate positive customer interactions using advanced communication and problem-solving skills, specialised knowledge, and organisational collaboration support and resolution in regards to queries from prospective and existing tauira and other stakeholders.</p> <p>The key achievement of this role is to attain first call resolution and also deliver an outstanding customer experience.</p>
<b>Key Deliverables</b>	<ul style="list-style-type: none"> <li>• Respond to incoming calls, messages and emails in a prompt, friendly, and effective manner</li> <li>• Advise tauira and prospective tauira of the programmes on offer</li> <li>• Assist tauira to source the most appropriate programme / course</li> <li>• Provide specialised and timely first call resolution for customer issues and escalations to troubleshoot problems and provide information</li> <li>• Carry out customer follow ups and call backs promptly as required</li> <li>• Maintain high levels of specialised knowledge of TWoA programmes</li> <li>• Accurately record all necessary call data, as required for each call type according to standard operating procedures</li> <li>• Utilise initiative to proactively reduce repeat issues or trends</li> <li>• Meet or exceed daily sales targets as agreed from time to time between Contact Centre Team Lead</li> <li>• Update existing customer information</li> <li>• Process forms and applications</li> <li>• Produce call reports</li> <li>• Seek assistance from Team Lead when additional knowledge or expertise is required</li> <li>• Interpret contact centre information to support day-to-day operations and make decisions that meet organisational objectives</li> <li>• Practice, promote and support health, safety, and well-being practices/initiatives in the workplace</li> <li>• Apply understanding of organisational policies and relevant legislation to support compliance within the workplace environment</li> <li>• Effectively coach, mentor, and role-model organisational values, cultures, and behaviours in a diverse workplace</li> <li>• Assist with outbound calls during times of high volume</li> </ul>

		<i>High level deliverables are summarised above. KPIs will be negotiated between kaimahi and management post appointment.</i>
<b>Position Specification</b>		
<b>Qualifications</b>	<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> </ul>	
<b>Experience</b>	<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> </ul>	
<b>Technical Skills</b>	<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>	
<b>Mātauranga Māori</b>	<p>Āhuetanga Māori -</p> <ul style="list-style-type: none"> <li>Actively engages in cultural activities and has an excellent understanding of Āhuetanga Māori (values, culture and tikanga)</li> </ul> <p>Te Reo Māori -</p> <ul style="list-style-type: none"> <li>Able to understand and converse in Te Reo Māori (TARM level 4 or equivalent qualification)</li> </ul> <p>Ngā Uara</p> <ul style="list-style-type: none"> <li>Actively applies Te Wānanga o Aotearoa values in the workplace</li> </ul>	