

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)”.

Tūranga <i>Position</i>	Contact Centre Representative – Tatau Pounamu	
Uepū / Wāhanga <i>Department</i>	Whakatairanga / Tatau Pounamu	
Takiwā / Rohe <i>District</i>	Te Puna Manaaki	
Wāhi Mahi <i>Location</i>	Te Awamutu	
Whakatau ki <i>Reports to</i>	Team Lead Contact Centre	
Māka Pūtea <i>Salary Grade</i>	4	
Māngai Pūtea <i>Financial Delegation</i>	N/A	
Wā Roanga <i>Tenure</i>	As per offer	
Ngā Rōpu Whaihua <i>Functional Relationships</i>	<u>Internal</u> <ul style="list-style-type: none"> • TWoA Kaimahi • Tauria 	<u>External</u> <ul style="list-style-type: none"> • All tauria • Iwi / Hapū • Community • Other Tertiary Providers • Internal & External Stakeholders

Pūtake Tūranga - Role Purpose

The primary purpose of the Contact Centre Representative (CCR) – Tatau Pounamu is to provide an outstanding customer experience ensuring positive customer interactions and attaining first contact resolution using advanced communication and problem-solving skills.

The CCR will provide knowledgeable, courteous and professional services to callers, tauria and prospective tauria to maximise the outcomes for them and Te Wānanga o Aotearoa (TWoA)

Key Performance Indicators	Success Factors
<p>Customer Service</p> <ul style="list-style-type: none"> - Respond to incoming calls, messages and emails in a prompt, friendly, and effective manner. - Conduct customer follow-ups and call backs promptly as required. - Co-ordinate the speedy resolution of customer issues and respond knowledgeably to questions. - Utilise initiative to proactively reduce repeat issues or trends. - Interpret contact centre information to support day-to-day operations and make decisions that meet organisational objectives. - Apply understanding of organisational policies and relevant legislation to support compliance within the workplace environment. 	<ul style="list-style-type: none"> - Information provided is current, accurate and provided in a prompt, professionally approved communication method. - Tatau Pounamu standard operating procedures are followed explicitly to ensure data is recorded accurately. - Issues and trends are promptly identified and rectified to provide a seamless enrolment experience for prospective taura. - Personal experience and professional knowledge are utilised and organisational objectives are at the forefront of all decision-making. - Contact Centre is compliant with all TWoA policies and legislative requirements.
<p>Database and Reporting</p> <ul style="list-style-type: none"> - Maintain high levels of specialised knowledge of TWoA programmes to assist taura to source the most appropriate programme/course. - Accurately record all necessary call data, as required for each call type, according to standard operating procedures. - Process forms and applications - Meet or exceed daily targets as agreed from time to time with Team Lead. - Maintain existing and potential taura files in TWoA databases. - 	<ul style="list-style-type: none"> - Expert TWoA programme knowledge is current and correct databases and tools are used to capture information and process enrolments. - Tatau Pounamu standard operating procedures are followed explicitly to ensure data is recorded accurately. - All Tatau Pounamu processes and procedures are clearly understood and followed. - Databases are maintained and updated as required within the required timeframe.
<p>Relationship Management</p> <ul style="list-style-type: none"> - Effectively coach, mentor, and role-model organisational values, cultures, and behaviours in a diverse workplace - Maintain the highest standard of personal and organisational integrity so that TWoA's reputation is positively enhanced. - Act according to a clear set of ethical principles aligned with TWoA Ngā Uara and challenge 	<ul style="list-style-type: none"> - Relationships are established within TWoA and reputation and credibility encourage improved service delivery - Action occurs with the full knowledge of effect on all parties and the strategic goals and outcomes for TWoA and taura success. - Behaviours demonstrate the highest standard of personal and organisational integrity that promotes credibility of self and TWoA

<p>behaviour which does not meet ethical standards.</p>	
<p>Health and Safety</p> <ul style="list-style-type: none"> - Practice, promote and support health, safety, and well-being practices/initiatives in the workplace. - Comply with all health, safety and wellness policy and procedures. - Recognise and address circumstances to prevent unhealthy or unsafe situations. - Perform any manual duties in a safe and responsible manner. - Report faults in accordance with policy - Process risk management forms and health and safety issues accordingly 	<ul style="list-style-type: none"> - Health and safety practices and initiative are at the forefront of all actions and interactions. - Health, safety and wellness policies and procedures are adhered to and complied with - Risk minimisation assessment is completed, and any identified mitigation action taken. - Zero harm while carrying out duties and programme delivery meets all safety standards as outlined in policy and procedures. - Faults are reported immediately to relevant personnel. - Forms are completed that accurately reflect risks and health and safety issues.
<p>Other Duties</p> <ul style="list-style-type: none"> - Undertake other duties as required by the employer, provided the kaimahi has the required skills and qualifications. - Undertake professional development as identified. - Attend hui kaimahi as requested. - 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 powhiri, hosting visitors, recruitment drives and supporting other kaimahi in their roles. 	<ul style="list-style-type: none"> - Requests by the employer are undertaken. - Professional development is undertaken as agreed - Hui are attended as required - Positive engagement in activities that contribute to the overall functionality and operation of Te Wānanga o Aotearoa.

The employee shall be required to exercise all their skills and knowledge in the achievement of the position objectives and to follow any current or future procedures and policies related to achieving the objectives.

The responsibilities and expectations outlined in this position description may alter as business needs change. In addition, specific objectives and outcomes will be agreed to with the kaimahi's manager on an annual basis at performance review.

Person Specification:

<p><u>Qualifications and Experience</u></p>	<p>Qualifications:</p> <ul style="list-style-type: none">• NZ Certificate in Contact Centres (Level 4) or• New Zealand Certificate in Business (Administration and Technology) (Level 4)• Full NZ Driver's Licence <p>Experience:</p> <ul style="list-style-type: none">• Proven (3 – 5 years) experience in listening and communication skills• Proven (3 – 5 years) ability to apply initiative and common sense in a variety of situations• Proven ability to interact with other functional groups to ensure customer satisfaction• Proven ability to meet established productivity goals – sales, call handling time, records accuracy• Proven (3 – 5 years) experience in dealing with a variety of callers including supporting distressed taurira <p>Āhukatanga Māori:</p> <ul style="list-style-type: none">• Actively engages in cultural activities and has an excellent understanding of āhukatanga Māori (values, culture and tikanga)• Able to understand and converse in te reo Māori (TARM level 4 or equivalent qualification)• Actively applies Te Wānanga o Aotearoa values in the workplace
<p><u>Technical Skills</u></p> <p>Are the specialised skills and abilities required for a particular role</p>	<ul style="list-style-type: none">• Intermediate skills in call centre systems• Intermediate knowledge of customer service principles and practices, sales principles and methods• Intermediate data entry and typing skills• Intermediate user knowledge of Microsoft Office Suite• Intermediate written and oral communication• Intermediate level of technology proficiency
<p><u>Behavioural Skills and Attributes</u></p> <p>Behavioural Competencies are the role specific behaviours and attitudes required by kaimahi (staff) to be successful in their roles</p>	<p>Approachability Makes others feel comfortable, welcomed and at ease should they need support, help or advice. Is perceived as helpful, genuine and amicable.</p> <p>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.</p> <p>Dependability Responsible and accountable for actions, is dependable for meeting deadlines and follows through to get things done.</p> <p>Flexibility Works effectively within a variety of situations and with diverse individuals or groups.</p>

	<p>Integrity and Honesty Establishes credibility and trustworthiness through appropriate actions; and is considered consistent; dependable and honest.</p> <p>Listening Practises attentive and active listening, has the patience to hear people out and is perceived to have good rapport and reputation by others.</p> <p>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.</p> <p>Relationship Management Proactively develops and maintains effective internal and external relationships to facilitate the achievement of work goals.</p> <p>Self-Control Keeps one's emotions under control and restrains negative actions when provoked, faced with hostility from others or when working under stress. Maintains stamina under continuing stress.</p> <p>Team Work Works collaboratively with a group of people, in order to achieve a goal.</p> <p>Time Management Uses time effectively and efficiently; concentrates efforts on the most important priorities; and independently handles several tasks at once.</p>
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