

## JOB TITLE: Contact Centre Advisor

**Reports to: Contact Centre Supervisor**

# General description

The Consumer NZ Contact Centre is the first point of contact for our members and other consumers. Our Contact Centre Advisors have the responsibility of managing all aspects of these relationships.

# KEY TASKS

* Responding to all inbound calls in a timely fashion to ensure Service Level Agreements are met.
* Prioritising and responding to all emails to ensure Service Level Agreements are met.
* Making outbound calls as and when required.
* Processing subscriptions from postal, phone and online.
* Actioning all member and non-member correspondence and enquiries.
* Managing updates to the Membership Database of all member information, e.g. address changes, renewals, and cancellations, to ensure accuracy and completeness of customer data.
* Assisting or redirecting members’ technical or advisory enquiries to the appropriate staff resource.
* Liaising with and providing support to internal personnel.
* Daily financial transaction processing and reconciliations from member activity.
* Maintain Library records and magazine stocks in mailroom and foyer.
* Subject matter expert within contact centre, dealing with all matters pertaining to Powerswitch telephone calls and emails.
* Frank and organise outgoing NZ Post and courier mail.
* Responsible for covering Contact Centre Supervisor responsibilities in their absence, including reporting and other key tasks.
* Maintaining a clean and safe working environment.
* Supporting and assisting other team members as required.
* Carrying out all other tasks and duties as directed by the Contact Centre Supervisor.

**KEY ATTRIBUTES**

The Contact Centre Advisor must have:

* A strong work ethic.
* Strong written and oral communication skills.
* A professional, patient, courteous, telephone manner, and the ability to follow scripted greetings and responses.
* Attention to detail, and the ability to make prompt decisions.
* The negotiation skills to resolve complaints in a timely fashion, and satisfy our members whilst maintaining a professional manner.
* A good knowledge of financial transaction processing.
* Initiative, flexibility, and a willingness to learn.
* Proven interpersonal and relationship building skills.
* An ability to fit in with a small but diverse team, and work independently.
* Technical problem resolution skills and an ability to think strategically and outside the square and make good judgements/decisions on your feet.
* A focus on continuous improvement to systems, processes and procedures.
* An excellent working knowledge of the Microsoft Office Suite.

Access to an EAP service is provided to all staff, as is the option to join our Kiwisaver and Southern Cross Insurance schemes. All our services (magazine, website and consumer advisors) are provided free to staff.

The hours of work per week are fulltime 8am to 4:30pm, with a half an hour lunch break (40 hours per week).

Additional hours may be required upon mutual agreement from time to time outside these hours.