

**CONTACT CENTRE ADVISOR**

Consumer NZ is a not-for-profit organisation working with a principal aim to collect and disseminate information of benefit to New Zealand Consumers; and in doing so to advance the interests of subscribing members and all consumers.

We have an excellent opportunity for a permanent full-time contact centre advisor to join the team to deliver best practice, effective customer service and administrative support.

The contact centre is the first point of contact for our valued members andotherconsumers via telephone and email, and our future live chat system.

Key tasks include:

* Prioritising and responding to inbound calls and emails in a timely manner to ensure Service Level Agreements are met.
* Processing subscriptions through differing methods.
* Managing applicable updates to the Membership Database.
* Supporting and assisting other team members.
* Outbound calls.
* Manage help desk solutions for our websites.

To be successful in this role you will be customer driven, and have the ability to adapt to changing situations. We need someone who is solutions focussed with a commitment to achieving the best possible outcome for our members.

We are looking for candidates with:

* Previous contact centre or customer service experience.
* Strong verbal and written communication skills.
* Self-motivated.
* A focus on continuous improvement to systems, processes and procedures
* A professional telephone manner with excellent listening skills.
* Fast learner who is comfortable navigating through, and working on various computer systems and applications.

Candidates must legally be allowed to work in NZ. The position is based in Wellington. The role is Monday to Friday, 40 hours per week (during standard office hours).

Your application should include a curriculum vitae and covering letter, addressed to the Contact Centre Supervisor, emailed to [vacancy@consumer.org.nz](mailto:vacancy@consumer.org.nz).

**Applications close: 12.00pm Sunday 26 May 2019**