

## AVANTI FINANCE

### POSITION DESCRIPTION FOR SALES SUPPORT - AUTO

Avanti Finance Group is a privately owned non-bank lender operating across New Zealand, and Australia. We are on a growth mission to lead and inspire our industry through innovation, and the development of exceptional financial services products whilst fostering a motivated and engaged workplace culture that is centered around personal growth and high performance.

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#### ABOUT THE ROLE:

This role reports to the National Sales Manager – Auto with the responsibility of supporting our Introducers (dealers/brokers) along with our team of Relationship Managers. Based in our Newmarket office, you will become the conduit between our Introducers, Relationship Managers and Operational Support Teams (Lending, Settlements and Operations). This role plays a critical role in our strategic plan as we build a reputation of innovation and experience for our Introducers and Customers.

#### YOU WILL BE RESPONSIBLE FOR:

##### *Supporting Processes*

- Follow up information with Introducers (Dealers and Brokers), including information/updates required when a loan application is held at Settlement.
- Supporting Relationship Managers and their Introducers on enquiries (application status/updates).
- Providing an excellent customer service to our Introducers/Customers via phone and email, often being the first line of phone calls into our lending team.
- To provide support to our Relationship Managers when setting up new Introducers along with communicating with internal teams to ensure the setup is completed effectively.
- To provide support to lenders and the overall team to ensure excellent customer service is maintained both internally and externally.
- To provide other supporting administrative tasks as required and handle general enquiries to assist the team in achieving overall goals.

##### *Integrity, Risk and Compliance*

- Compliance and Risk: Ensure legal adherence and manage risks through operational activity across all teams.
- Integrity First: Uphold high standards in compliance and risk management through adherence to the three lines of defence model.

##### *Customer Centric*

- Right Docs, On Time: Make sure all introducer / customer facing documents to introducers promptly and efficiently.

- Own the Issues: Take responsibility for resolving customer and introducer queries and problems and see them through to conclusion.
- Be Across the Details: Verify introducer information, ensure records are up to date, know your customer.

*Live Our Values: Relentlessly Helpful, Do What's Right, People First*

- All staff must follow their manager's reasonable instructions and perform additional duties as needed.
  - Proactively promote a wellness, health and safety conscious culture at Avanti.
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**THE SUCCESSFUL CANDIDATE WILL HAVE:**

- Ideally 1-2 years finance background.
- Experience in a similar role preferred.
- Accurate and timely data entry, with high attention to detail in documentation.
- Understand approval process for lenders, and critical need for accuracy of information
- Excellent computer skills
- Ability to work autonomously and manage time
- Multi-tasking skills and ability to work in a high pace environment
- Numerically competent
- Have resilience, flexibility and ability to work with change.
- Up to date knowledge of relevant legislation including of the CCCFA
- Strong spoken and written communication and interpersonal skills, and the ability to constructively manage difficult conversations for a positive outcome when needed.

THE FOCUS CAPABILITIES THIS ROLE WILL DISPLAY AND BE MEASURED BY ARE:

The focus capabilities for this role are the capabilities someone new to the role should immediately be able to demonstrate competency in. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and are reviewed annually as part of the Group’s Capability Framework.

**Asking questions** means we use active listening, open-ended questioning, framing, reflecting, probing and empathy to ask the right questions at the right time. Our ability to understand the ‘whole’ picture of someone’s narrative is a direct result of the questions we ask.

We believe that cultivating a **positive mindset** involves navigating life's challenges with grace and resilience. Cultivating a positive mindset not only contributes to personal growth and well-being, but also improves business performance and customer satisfaction.

We believe that the skills needed in **negotiating outcomes** are about providing a platform to establish win-win outcomes for all clients and customers. Our approach to negotiating is to balance firmness with flexibility, using transparency and honesty, and establishing a clear understanding of all aspects of a situation.

Effective **planning** is critical for our success and that of our customers. We set clear goals and objectives, identify the resources we need and develop strategies to overcome potential obstacles. Our planning is at the forefront of being efficient and productive.

**Problem solving** means that we look at problems as opportunities and use all our knowledge and resources to resolve issues quickly and efficiently. We keep our customers and each other informed as we use our problem-solving skills to reach solutions.

The way we present ourselves to each other and our customers is important to us. By maintaining **professionalism** in our approach to our own role and seeks to demonstrate respect, composure and appreciation for others.

Effective **stakeholder management** is shown by understanding our stakeholder needs and priorities to help us coordinate and serve them effectively. As we work with our stakeholders we increase trust, improve our reputation and have better long-term outcomes for our business and theirs.

A deep understanding of our **product knowledge** and services is crucial for delivering exceptional customer service. With extensive product knowledge, we are equipped to provide tailored solutions that meet and exceed the expectations of our clients and customers.



**OPERATIONAL DETAIL:**

<b>Location</b>	Newmarket Office
<b>Department</b>	Auto
<b>Reporting to</b>	National Sales Manager - Auto
<b>Direct reports</b>	This role does not have direct reports.
<b>Internal relationships</b>	All members of the Avanti Finance Group team.
<b>External relationships</b>	Introducers (Brokers & Dealers), Customers, Introducers, Agents, other finance companies, and other parties as required from time to time.

*I acknowledge that I've read and understand this position description:*

*Name*

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*Signature*

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*Date*

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