

## POSITION DESCRIPTION

### CUSTOMER SERVICE SPECIALIST

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.

This role reports to the Manager Customer Services.

The purpose of this role is to deliver effective customer service that ensures overall customer satisfaction and facilitates customer retention.

#### IN THIS ROLE, YOU WILL:

##### *Do-the-Doing*

- Handle inbound customer contact and enquiries generated through phone, face to face, letter and email (including general enquiries, small arrears, settlement and lending enquiries).
- Identify lending opportunities for existing customers in line with Avanti's objectives to develop long term relationships.
- Make outbound calls to customers as required for the collection of low-level arrears.
- Maintain customer service documentation as appropriate in line with Avanti's policies, procedures, and guidelines.
- Provide support and backup for some administrative functions for customers post loan origination as required, including but not limited to:
  - Registration / discharge of loan securities.
  - Financial administrative functions e.g., reversals, refunds, write-downs.
- Undertake reception duties as required.

##### *Always Ensure Integrity, Risk and Compliance*

- Apply a risk and compliance lens, ensure legal adherence, and manage all day-to-day risks through the appropriate channels.
- Operate with integrity by upholding high standards in compliance and risk management through adherence to the three lines of defence model.

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

- Be a team player and follow your manager's reasonable instructions, performing additional duties as needed.
- Bring your whole self every day, to proactively promote a wellness, inclusive, health and safety conscious culture at Avanti.

## THE SUCCESSFUL CANDIDATE WILL HAVE:

- Experience in a similar role preferred.
- Preferably previous financial services experience.
- Ideally a minimum 2 years Call Centre, customer service/collections role.
- Excellent computer skills.
- Ability to work autonomously and manage time.
- Multi-tasking skills and ability to work in a high pace environment.
- Flexibility and ability to work with change.
- Numerically competent.
- Excellent written and verbal skills.
- Ability to handle difficult customers.
- High attention to detail while maintaining service standards.
- Problem solving skills.
- Be masterful at multi-tasking and keeping pace in a dynamic and fast paced environment. Roll your sleeves up and get stuck in with a one-team approach.
- Excellent work ethic and self-motivated, with interests in ongoing personal development.
- Strong verbal and written communication skills.

## 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.

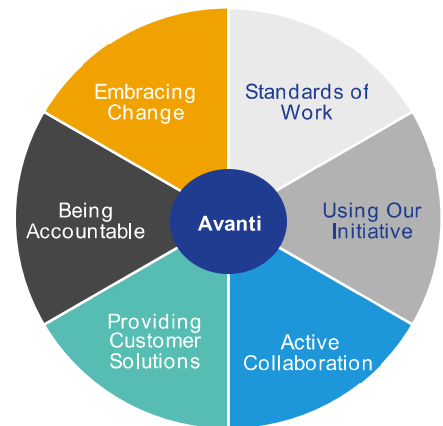
**Embracing Change** fosters agility and resilience. Our ability to anticipate, embrace and adapt to new opportunities, including technology and new ways of working enables us to succeed and grow sustainably in today's rapidly evolving landscape.

We demonstrate **Standards of Work** through being willing compliers of regulatory requirements and our ongoing commitment to prioritising quality work practices, we ensure our business is sustainable and our customers can trust us.

We **Use Our Initiative** by taking ownership of our work, and willingly contribute ideas and new ways of thinking. We seize opportunities early, anticipate issues before they become problems and acts with a sense of urgency to achieve results.

**Active Collaboration** creates a supportive and productive environment. We work together by having a common goal, sharing knowledge, expertise, and resources. This is how we foster creativity, innovation, and success.

We **Provide Customer Solutions** through understanding customer needs, defining requirements



and ensuring the right expertise is applied. We utilise our knowledge base of products and services and invite customers to explore options.

We take responsibility for our actions and decisions. **Being Accountable** allows us to work towards the same goals and objectives. It ensures that as individuals and as an organisation we hold ourselves to a high standard of conduct.

#### OPERATIONAL DETAIL:

<b>Location</b>	Newmarket office
<b>Department</b>	Operations and Collections
<b>Reporting to</b>	Manager Customer Services
<b>Direct reports</b>	This role has no direct reports
<b>Internal relationships</b>	All members of the Avanti Finance team
<b>External relationships</b>	Customers, Brokers, Introducers, Dealers, Budgeting Services and Government Departments