

The Opportunity:

Avanti is a forward-thinking, innovative organisation, offering innovative financial solutions across a number of products.

Due to Avanti going through significant growth, we're seeking passionate Customer Service Specialists to join our fantastic team. Our Customer Service Centre is the perfect place to kickstart your career at Avanti, as it provides experience across a broad range of our products and various aspects of our business.

What you'll be doing:

- Respond to customer inquiries and requests via multiple channels in a timely and professional manner.
- Identifying and troubleshooting customer issues, escalating to relevant departments when necessary.
- Being responsible for delivering a fantastic customer experience in each and every interaction.
- Contributing to a great work culture where people feel engaged and take ownership.

We're looking for:

- Customer service experience is preferred, but equally important are a positive attitude, strong energy, and passion for helping people.
- Experience in a customer service environment, whether that's retail, reception, contact centres, or hospitality. – Mercury advert wording. Happy for you to work that into the first bullet-point and change the order as discussed.
- Excellent verbal and written communication skills, with a focus on clear, concise, and professional interactions.
- Strong ability to troubleshoot and resolve customer issues effectively and efficiently.
- Ability to manage multiple tasks and prioritise workload in a fast-paced environment.
- A collaborative team player who can work effectively with colleagues across different departments.
- Flexibility to handle varied responsibilities and adapt to changing business needs.
- Comfortable using email, phone systems, and able to learn new programs.

Need to know:

- Hours are full-time, Monday through Friday, 8.30am – 5.00pm.
- You'll be working from our modern office located in Newmarket.
- Your induction includes a one-on-one training with guides in hand. You learn at your own pace as we realise that not everyone learns the same way.
- You'll be work closely with a small, dynamic team, contributing to both customer service excellence and broader company initiatives.
- The start date for this role is as soon as you're available.

People first @ Avanti

You matter to us! We are the company that you enjoy coming to work with, and where you know you are contributing to a bigger, amazing picture. We do celebrations, whether that's at our monthly Rewards & Recognition morning tea or cultural celebrations where we love any excuse for a shared lunch or morning tea. We like to have fun, and all our teams enjoy time together over lunches, coffees, and activities as well as our company-wide social events and fun challenges.

Your development

How much impact and influence can you have? We are a company on a strong growth trajectory. We've experienced significant growth in the last 5 years, and this will continue towards achieve our exciting strategy. With growth comes change, and we have projects on the go constantly as we embrace change and growth and look to be even better. This role is critical to our business and provides you with the opportunity to interact with and learn about the various departments that make up our business!

You'll get a great salary package, but there's more to a rewarding job than that. We encourage you to drive your development and career journey with tools such as our online learning platform, cross training around the business, and ongoing open discussions with your Manager about your future.

Giving back with Avanti

We give back to our community through quarterly Eat My Lunch's, and support of Duffy Books where our team have the opportunity to visit our awesome partner school to give books to the kids. Oh, and every team member is entitled to an annual Volunteer Day too where you can get paid for spending time on or in a cause close to your heart. Cool, right?

Your wellbeing

If you are happy and fulfilling your potential, while feeling supported, valued and empowered, then that's a win for us! Our weekly fruit deliveries and membership with Healthy Food Guide is there for you to feel good from the inside out as you enjoy recipes and meal plans, health and wellbeing tips and advice, personalized specialist advice, competitions and more.

Ok, great, but now what?

You're still reading, so hopefully that means you're interested in us and you may be about to Google us. What you'll find is an authentic, value driven, kiwi owned and operated finance success story. 30 years young with an exciting future ahead – now is a great time to join us! Our journey is one of continuous improvement, so curious, proactive and motivated change makers this is where you will thrive.

If you're excited about this ad, then we're excited to see your application. Please check out our video as it's a really great view of who we are and hit apply now to start the conversation.

Our Talent team can't wait to talk to you!