

Position Description

Support & Product Admin — Motorcentral

About Motorcentral

Motorcentral is a New Zealand tech company on a mission to make life genuinely better for automotive dealers. We're a small, tight-knit team of people who care deeply about the work we do and the customers we serve — and we're looking for others who feel the same way.

We build and support a suite of software products used by hundreds of dealerships across the country every single day. That means what we do actually matters — when a dealer can't get into their system or needs help getting a new tool working, we're the people they turn to. We take that responsibility seriously, and we take pride in doing it well.

We move at pace, we're always improving, and we value people who bring both skill and genuine enthusiasm to their work. Our capable team is focused on building great products and looking after the dealers who rely on them.

Motorcentral is part of the **Avanti Finance Group**, a privately owned, non-bank lender operating across New Zealand and Australia. This gives us solid foundations and backing — while we maintain the culture and agility of an independent tech company.

The Role

This is a hands-on role at the heart of how Motorcentral supports its dealer customers every day. You'll be the go-to person for dealers needing help across our product suite — diagnosing issues, walking people through setup, and making sure they're getting real value from the tools they use.

Beyond frontline support, you'll play an active role in how we improve the customer experience — building support resources, contributing to product testing, and working closely with our tech team to share what you're hearing from the market. You'll also take ownership of dealer account setup and product configuration, ensuring new and existing customers are set up for success from day one.

If you enjoy being genuinely helpful, thrive in a fast-moving tech environment, and have an interest in the automotive industry, this role is a great fit.

What You'll Do

Day-to-Day Support & Customer Success

- Provide high-quality phone and email support to dealers using Motorcentral DMS and our wider product suite (Finance Central, AdConnect, AMPD CRM, BuyerScore, Auto Attendant, Car Check, and more)

- Diagnose and resolve functional and technical issues efficiently, escalating when needed
- Guide dealers through product setup, configuration, and day-to-day usage questions
- Deliver product training to ensure dealers are confident and capable users
- Handle escalated or complex support interactions professionally and calmly
- Maintain accurate records in our support systems to track issues and trends

Account & Product Administration

- Set up and configure new dealer accounts across relevant Motorcentral products
- Administer dealer-related product settings, including ongoing configuration and maintenance
- Coordinate onboarding and deployments for new customers or new product activations
- Support dealers in connecting integrations such as Xero, Trade Me, and advertising platforms

Content, Testing & Product Improvement

- Develop and maintain customer-facing support materials — guides, videos, FAQs, and help centre content
- Assist with testing new software releases and product updates, identifying bugs and UX issues
- Share customer feedback and support insights with the product and development team to inform future improvements
- Support internal teams with product knowledge and help shape better customer solutions

General

- Manage multiple tasks and priorities effectively in a fast-paced environment
- Contribute to the ongoing improvement of support processes and documentation
- Undertake additional duties as reasonably required to support the business

A Focus on Integrity, Risk & Compliance

You'll be expected to:

- Apply sound judgement to identify and manage day-to-day operational risks through appropriate channels
- Operate with integrity and maintain high standards in all customer and internal interactions

- Support compliance with relevant obligations including the Motor Vehicle Sales Act, consumer protection regulations, and data privacy requirements as they apply to dealer operations
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Our Values

At Motorcentral we care about doing great work, looking after our people, and being genuinely useful to the dealers we serve. We're a small, skilled team — which means the work you do here actually matters and is visible. We're looking for someone who:

- Takes pride in helping people and solving problems
 - Communicates clearly and honestly
 - Brings energy and curiosity to their work
 - Is a reliable team player who gets things done
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What You'll Bring

- Experience in a customer support, product support, technical helpdesk, or software administration role — experience in automotive, SaaS, or fintech is a plus
 - A significant part of this role is telephone-based support, so you'll need to communicate clearly and professionally in English — both in writing and in live conversations with dealers
 - Strong computer literacy with the ability to get across new software quickly
 - A customer-first mindset — you genuinely enjoy helping people and find satisfaction in resolving issues
 - Numerically confident with solid attention to detail
 - Calm and professional under pressure, including when dealing with frustrated customers
 - Well organised with the ability to juggle competing priorities without dropping the ball
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Operational Detail

Location	Christchurch
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Department	Motorcentral Tech Group
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Reporting to	Head of Customer Experience (Motorcentral)
Direct reports	None
Internal relationships	All members of Motorcentral Tech Group; Avanti Finance Group stakeholders
External relationships	Dealer customers; third-party integration partners
