

# Position Description

## Customer Services Specialist



Avanti Finance Group is a privately owned specialist lender operating across New Zealand and Australia. We're on a growth mission to lead and inspire our industry through innovation and the development of exceptional financial services, while fostering a motivated and engaged workplace culture centred around personal growth and high performance.

### Position Overview

Reporting to the Head of Customer Service, the Customer Services Specialist plays a key role in delivering consistently high-quality service to our customers and supporting the smooth day-to-day operation of the business. This role involves communicating with a wide range of customers across phone, email, and online channels, resolving enquiries and issues, and contributing to a positive and professional customer experience.

Alongside frontline service delivery, the role provides administrative and operational support to the wider business.

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### IN THIS ROLE, YOU WILL:

#### Do the Doing

- > Respond to customer enquiries via phone, email, and online channels in a timely, professional, and customer-focused manner.
- > Resolve customer issues efficiently, escalating matters appropriately and following through to ensure satisfactory outcomes.
- > Provide clear and accurate information about Avanti products, services and policies.
- > Identify recurring issues or trends and flag opportunities for improvement to enhance the customer experience.
- > Support office and facilities administration, including coordinating external support through ticketing systems where required.
- > Liaise with approved vendors and service providers to support a safe, well-maintained and functional workplace.
- > Conduct security swaps in line with established procedures, maintaining accurate records and confidentiality.
- > Provide general administrative and ad-hoc support to the Customer Services team and wider business as required.
- > Contribute to projects and initiatives that support team goals and broader organisational priorities.

#### Always Ensure Integrity, Risk and Compliance

- > Apply a risk and compliance lens to day-to-day activities and operate in line with Avanti's policies, procedures and legal obligations.
- > Take ownership for doing what is right for our customers and the business, including appropriate escalation of issues or risks.
- > Operate with integrity and accountability, supporting Avanti's three lines of defence risk model.

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

- > Actively contribute as a positive and reliable team member.
  - > Follow reasonable instructions from your manager and flex to support business needs.
  - > Bring your whole self to work and help foster a respectful, inclusive and customer-centric culture.
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### THE SUCCESSFUL CANDIDATE WILL HAVE:

- > Customer service experience (preferred), with a strong commitment to helping people.
  - > Excellent verbal and written communication skills.
  - > Strong problem-solving skills and the ability to resolve issues efficiently.
  - > Good organisational skills and the ability to manage competing priorities.
  - > A collaborative, team-oriented approach.
  - > Adaptability and willingness to take on varied responsibilities.
  - > Confidence using email, phone systems and customer service or case management tools.
  - > Energy, curiosity and a continuous improvement mindset.
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## OPERATIONAL DETAILS

Location	30 Daldy Street, Wynyard Quarter, Auckland Central (this role is primarily office-based)
Department	Customer Services
Reporting to	Head of Customer Services
Direct reports	None
internal relationships	All members of the Avanti team
External relationships	Customers, brokers, introducers, dealers, budgeting services, government departments, building management providers and approved vendors