

AVANTI FINANCE

POSITION DESCRIPTION FOR CUSTOMER SERVICES SPECIALIST

Job Title: Customer Services Specialist
Department: Customer Services
Location: Newmarket, Auckland, NZ
Reports to: Customer Services Manager

Position Overview

The Customer Services Specialist will be a key member of our dedicated team, responsible for delivering exceptional service to our customers. The primary duties involve communicating with a wide variety of customers via multiple channels including online, email & phone, addressing inquiries, resolving issues, and ensuring a positive customer experience. Additionally, the role includes varied responsibilities supporting the wider business.

Key Outputs & Accountabilities

Customer Communication

- Respond to customer inquiries and requests via email and phone in a timely and professional manner.
- Resolve customer issues efficiently, ensuring a high level of customer satisfaction.
- Provide accurate information about products, services, and policies.

Issue Resolution

- Identify and troubleshoot customer issues, escalating to relevant departments when necessary.
- Follow up on customer inquiries and issues to ensure resolution and satisfaction.

Building Maintenance admin Support

- Assist in coordinating external support for the office facilities through a ticketing system, ensuring a well-maintained and functional workspace.
- Liaise with vendors and service providers for office supplies, maintenance, and other needs.

Administrative and Ad-Hoc Support

- Provide general administrative support to the team and other departments as needed.
- Participate in various projects and initiatives across the business, contributing to team goals and overall company success.
- Assist with any other tasks or responsibilities as directed by the Customer Service Manager.

Relationships

- Direct Reports - This role has no direct reports.
- Internal - All members of the Avanti Team.
- External - Customers, Brokers, Introducers, Dealers, Budgeting Services, Government Departments, Building management providers.

Qualification, Skills & Competencies

- Customer service experience is preferred, but equally important are a positive attitude, strong energy, and passion for helping people.
- Communication Skills: Excellent verbal and written communication skills, with a focus on clear, concise, and professional interactions.
- Problem-Solving: Strong ability to troubleshoot and resolve customer issues effectively and efficiently.
- Organisational Skills: Ability to manage multiple tasks and prioritise workload in a fast-paced environment.
- Teamwork: A collaborative team player who can work effectively with colleagues across different departments.
- Adaptability: Flexibility to handle varied responsibilities and adapt to changing business needs.
- Technical Proficiency: Comfortable using email, phone systems, and customer service software.

Personal Specification

- **Customer Focus**

In a customer services role, maintaining a strong customer focus is essential. This involves actively listening to customer concerns, understanding their needs, and responding with empathy and professionalism. The ability to diagnose and solve problems efficiently, while keeping the customer informed and satisfied, is key. Building lasting relationships through personalised service and proactive support not only addresses immediate issues but also fosters long-term loyalty. A customer-focused approach ensures that every interaction leaves the customer feeling valued and appreciated.

- **Results Focus**

Being results-focused in customer services means consistently striving to meet and exceed performance targets, whether they relate to resolving customer issues, maintaining service levels, or achieving customer satisfaction scores. This requires a clear understanding of the goals and metrics that drive success in the role. A results-focused individual is proactive, goal-oriented, and resilient in overcoming challenges to deliver positive outcomes. They continually seek ways to improve efficiency and effectiveness, ensuring that both the customer's needs and the organisation's strategy objectives are met.

- **Teamwork & Training**

Teamwork and ongoing training are vital components of a successful customer services role. Collaboration with colleagues ensures that knowledge and resources are shared, leading to better problem-solving and service delivery. A team-oriented approach helps in managing workloads effectively and provides a support system for dealing with difficult situations. Continuous training and development are equally important, as they ensure that customer service representatives are up to date with the latest tools, techniques, and industry standards, enabling them to provide high-quality service consistently.

Health & Safety Accountabilities

Has a sound understanding of Avanti's health, safety and wellbeing strategies and policies and uses them to ensure the safety, health and wellness of self and others at work. Proactively promotes a wellness, health and safety conscious culture at Avanti. Understands health and safety is a key part of the way we do business and contributes to the continuous improvement of Avanti's health, safety and wellness initiatives.

Risk & Compliance

Avanti uses the 3 lines of defence risk model to manage risk and compliance and assign risk and control ownership. Effective Risk Management ensures that the business is efficient, effective, and able to meet its objectives for everyone's benefit. You are responsible for doing what is right for our Customers and Business and taking ownership of effective risk mitigation, legal compliance, and escalation.

Work Environment

- Hours: Full-time, Monday – Friday, 8.30am – 5.00pm
- Location: Primarily office-based.
- Team Collaboration: Work closely with a small, dynamic team, contributing to both customer service excellence and broader company initiatives.