Position Description

Customer Operations Lead

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.

The Customer Operations Lead is the technical expert and escalation point across Asset Management, Recoveries and Credit Administration.

Reporting to the Customer Operations Manager, this role provides day-to-day coaching, technical guidance and operational leadership to frontline teams, ensuring consistent, compliant and customer-focused decision making.

The role acts as the bridge between strategy and execution, building capability across the function, supporting complex customer situations, driving quality outcomes and helping develop future talent within the Customer Care & Resolution team. This role maintains a small portfolio of complex accounts to ensure continued subject matter expertise and credibility while leading through influence, coaching and technical excellence.

IN THIS ROLE, YOU WILL:

Do-the-Doing

> Act as the primary escalation point for complex, high-risk or sensitive customer matters.
> Provide guidance on property enforcement processes, recoveries strategies and credit administration activities.
> Support team members in reaching balanced commercial and customer-focused outcomes.
> Provide technical interpretation of legislation, policy and regulatory requirements.
> Review and approve complex account strategies and recommendations where required.
> Maintain expert knowledge of collections, recovery and secured lending practices
> Partner with the Customer Operations Manager to support workflow management, service delivery and operational performance.
> Identify trends, risks and opportunities to improve processes, customer outcomes and team effectiveness.
> Support the Customer Operations Manager in achieving service, risk and performance outcomes.
> Identify capability gaps and support targeted development plans.
> Promote best practice customer interactions and decision making.
> Foster confidence and resilience in team members managing difficult customer situations.
> Build strong working relationships across Customer Care & Resolution, Lending, Legal, Customer Services and Risk
> Work closely with external stakeholders including insolvency practitioners, legal providers and recovery agents where 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: Champion the Customer, Win Together, Do What's Right, Be Curious.

> 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:

> 5+ years' experience within hardship, collections, recoveries, property collections or credit operations.

- Strong experience managing complex secured and unsecured lending portfolios.
- Demonstrated experience coaching and developing others.
- Experience handling escalated customer matters and complaints.
- Financial services experience essential.
- Knowledge of CCCFA, Privacy Act and responsible lending obligations.
- A technical understanding of collections strategy and lifecycle management.
- Passionate about helping others grow and improve

OPERATIONAL DETAIL:

Location	Wynyard Quarter, Auckland CBD
Department	Customer Care & Resolutions
Reporting to	Customer Operations Manager
Direct reports	N/A
Internal relationships	
External relationships	