

JOB DESCRIPTION

Services Representative AskOtago



ROLE TITLE	Services Representative AskOtago
SECTION/DIVISION:	Operations Division, AskOtago Contact Centre
REPORTS TO:	Group Leader AskOtago
DIRECT REPORTS (FTE):	Nil
INDIRECT REPORTS (FTE):	Nil
PRIMARY PURPOSE OF THE ROLE:	Provide a high quality customer experience and timely, accurate, convenient and consistent information and assistance to students, staff, customers and other stakeholders across all channels of communication. Be the first point of contact for a wide range of enquiries received by the AskOtago contact centre. The position supports the service aims to create an outstanding customer experience and to resolve enquiries effectively, with first point of contact resolution wherever possible. The role is part of the Operations team, flexibly providing customer services across the University. A strong customer service focus is critical to success in this role.
ACCOUNTABILITIES:	Create a positive relationship in all customer interactions, maintaining a professional, friendly and helpful manner and ensuring customer satisfaction as a priority. Receive any customer complaints courteously and escalate to a Senior Services Representative or a member of the AskOtago leadership team for further handling. Attend and respond to inbound enquiries from all channels (e.g. telephone, face to face, chat and email/web form) within agreed timeframes, being mindful of queues. Participate in outbound campaigns as required. Identify customer needs and take appropriate action to assist with requests and enquiries. Exercise tact, judgement and initiative when obtaining information from customers. Apply the Knowledgebase to answer enquiries and to provide clear, accurate and consistent information. Undertake routine system searches and input and extract data using available systems. Refer more complex enquiries as appropriate. Use service management systems to document and record escalated enquiries, service or referral requests. Fully document all essential enquiry information to enable seamless follow up by a subject matter expert. Monitor and follow up on unresolved escalated enquiries as per AskOtago procedures. Escalate matters such as serious incident events and media enquiries immediately and in accordance with established procedures and protocols. Understand and comply with privacy requirements and legislative obligations ensuring confidentiality, privacy and integrity of information is not compromised. Perform routine administration in a timely fashion to support the service delivery including: receive witnessed documents and correctly verify documents; collate,

photocopy and scan information; receive and process payments; reception duties at Dunedin campus locations; transfer inbound calls to other University units; maintain stock, and presentation of resource materials; receive, sort, distribute and upload, digital and non-digital correspondence and documents; file, retrieve, archive documents in accordance with record management system; update databases and enter data using prescribed systems and templates.

Achieve standards as set out for the role and AskOtago team.

Actively contribute to identifying opportunities to improve work processes and customer experience, including identifying any discrepancies in the Knowledgebase and potential new information that could assist in increasing the percentage of requests resolved at first point of contact.

Actively participate in being coached and mentored.

Work collaboratively with AskOtago colleagues to deliver an integrated and seamless suite of services that provide an outstanding customer experience.

Perform first aid and/or fire warden duties (if required).

KEY RELATIONSHIPS:

Internal

Students and staff

Advisory and operational support services staff

External

Prospective students, whanau, alumni, parents

Members of the public

QUALIFICATIONS & EXPERIENCE:

Essential

NCEA (min Level 2) or equivalent recognised qualification.

Prior experience providing excellent customer service in a service centre or frontline service environment.

Preferred

Tertiary qualification.

Experience working in a contact centre.

Working or studying at the University of Otago is an advantage.

TECHNICAL SKILLS AND KNOWLEDGE:

Essential

Proficiency in the Microsoft suite of programmes; well-developed keyboard and word-processing skills.

Proven experience of learning new systems, software and procedures quickly.

Preferred

Experience and understanding of university related information systems.

Experience using a Customer Relationship Management (CRM) system.

SPECIAL REQUIREMENTS:

Contribute as part of a network of AskOtago staff, to provide suitable coverage during periods of leave and peak period activities.

Annual leave may not be approved from 1 Dec to mid-March due to peak period activity.

Actual hours of work will be determined by a roster. .

May be required to perform duties at different workplaces or locations across the Campus.

DIRECT BUDGET ACCOUNTABILITY:

Nil

HEALTH AND SAFETY:

Act and work in a manner compliant with current health and safety at work legislation and University procedures, frameworks and guidelines. Role model safe behaviour and practices, share the responsibility to prevent harm and contribute to a safe campus and work environment, including raising workplace health and safety concerns for self, students, visitors and other staff.

SUSTAINABILITY:

Act in a manner consistent with the University's sustainability commitments; role-modelling sustainable practices, with a particular emphasis on minimising the environmental impact of day-to-day activities.

CAPABILITY FRAMEWORK:

Capability Group	Capability Name	Level
ENGAGE	Communicate Effectively	Intermediate
	Commit to Customer Service	Foundational
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
ENABLE	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
PERSONAL ATTRIBUTES	Display Resilience and Courage	Foundational
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
LANGUAGE AND CULTURE	Te Reo	Foundational
	Tikanga Māori	Foundational

CAPABILITY FRAMEWORK DESCRIPTORS

Services Representative AskOtago



Communicate Effectively	Commit to Customer Service	Work Collaboratively	Influence and Negotiate
<i>Communicate clearly, actively listen to others and respond with respect</i>	<i>Provide customer centric services in-line with the University's and organisational objectives</i>	<i>Collaborate with others and value their contribution</i>	<i>Gain consensus and commitment from others and resolve issues and conflicts</i>
INTERMEDIATE	FOUNDATIONAL	FOUNDATIONAL	FOUNDATIONAL
Focus on key points and speak using plain language Clearly explain and present ideas and arguments Display active listening and ask appropriate, respectful questions Write fluently and communicate routine technical information clearly avoiding unnecessary use of jargon	Understand the importance of quality customer service Proactively help customers understand the services that are available Take responsibility for delivering timely services which meet customer requirements Keep customers informed of progress in a timely manner and seek feedback to ensure their needs are met Show respect, courtesy and fairness when interacting with customers	Work as a supportive and co-operative team member, share information and acknowledge others' efforts Respond positively to others who need clarification or guidance on work activities Step in to help others when workloads are high Keep team and supervisor informed of work tasks	Utilise facts to support claims Help to find solutions that contribute to positive outcomes Respond to conflict without worsening the situation and refer to a supervisor where appropriate Know when to withdraw from a conflict situation

Deliver Results	Plan and Prioritise	Think and Solve Problems	Demonstrate Accountability
<i>Achieve results through efficient use of resources and a commitment to quality outcomes</i>	<i>Plan to achieve priority outcomes and respond flexibly to changing circumstances</i>	<i>Think, analyse and consider the broader context to develop practical solutions</i>	<i>Be responsible for own actions, adhere to legislation and policy and proactively address risk</i>
FOUNDATIONAL	FOUNDATIONAL	FOUNDATIONAL	FOUNDATIONAL
Complete own work tasks under guidance, within set budgets, timeframes and standards Take the initiative to progress own work Identify resources needed to complete allocated work tasks Seek clarification when unsure of work tasks	Plan and coordinate allocated activities Re-prioritise own work activities on a regular basis to achieve set goals Contribute to the development of team work plans and goal setting Understand team objectives and how own work relates to achieving these	Find and check information needed to complete own work tasks Identify and inform supervisor of issues that may impact on completion of tasks. Escalate more complex issues and problems when these are identified Share ideas about ways to improve work tasks and solve problems Suggest improvements to work tasks for the team	Take responsibility for own actions Be aware of delegations and act within authority levels Be aware of team goals and their impact on own work tasks Escalate issues when these are identified

PERSONAL ATTRIBUTES

Display Resilience and Courage	Act with Integrity	Manage Self	Value Diversity
<i>Be open and honest, prepared to express your views, and willing to accept and commit to change</i>	<i>Be ethical and professional and act in keeping with the University's values</i>	<i>Show drive and motivation, a measured approach and a commitment to learning</i>	<i>Show respect for diverse backgrounds, experience and perspectives</i>
FOUNDATIONAL	FOUNDATIONAL	FOUNDATIONAL	FOUNDATIONAL
Be open to new ideas and approaches Offer own opinion, ask questions and make suggestions in an appropriate manner Be willing to adapt to new situations Do not give up easily when problems arise Stay calm in challenging situations	Behave in an honest, ethical and professional way Take opportunities to clarify understanding of ethical behaviour requirements and follow legislation, rules, policies, guidelines and codes of conduct that apply to own role Speak out against misconduct and inappropriate behaviour	Be willing to develop and apply new skills Show commitment to completing work activities effectively Look for opportunities to learn and improve own performance seek feedback from colleagues and stakeholders Demonstrate a motivated attitude to work activities	Acknowledge and be responsive to diverse experiences, perspectives, values and beliefs Be open to the inputs of others Work to understand the perspectives of others



Te Reo	Tikanga Māori
<i>Develop understanding and use of te reo Māori (Māori language)</i>	<i>Create knowledge and use of tikanga Māori (Māori cultural practices) in the work place</i>
FOUNDATIONAL	FOUNDATIONAL
Use te reo Māori words and greetings in an appropriate way in the work place Endeavour to use and pronounce Māori words correctly Actively participate in training and development opportunities that increase own te reo Māori language capability	Understand the University's Māori Strategic Framework and its relevance for own work Demonstrate some awareness of Māori customs, values and beliefs Has some knowledge of Te Tiriti o Waitangi Actively participate in training and development opportunities that increase own understanding of tikanga Māori and knowledge of Te Tiriti o Waitangi