

JOB DESCRIPTION

Senior Service Representative AskOtago

ROLE TITLE	Senior Services Representative AskOtago
SECTION/DIVISION:	Shared Services Division, AskOtago Contact Centre
REPORTS TO:	Group Leader AskOtago
DIRECT REPORTS (FTE):	Nil
INDIRECT REPORTS (FTE):	Nil
PRIMARY PURPOSE OF THE ROLE:	<p>Provide a high quality customer experience and timely, accurate, convenient and consistent information and assistance on a wide range of basic and complex enquiries. Facilitate outcomes for students, staff, customers and other stakeholders across all AskOtago contact centre channels of communication.</p> <p>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 will have subject matter expertise in a specialist area such as Student Experience, IT, Finance, HR or the like.</p> <p>The role is part of the Shared Services team, flexibly providing customer services across the University. A strong customer service focus is critical to success in this role.</p>

ACCOUNTABILITIES:	<p>Create a positive relationship in all customer interactions, maintaining a professional, friendly and helpful manner and ensuring customer satisfaction as a priority. Work with customers and handle complaints sensitively, courteously and responsively.</p> <p>Attend and respond to inbound enquiries from all channels (e.g. telephone, face to face, chat and email/web form) with a goal of first point of contact resolution wherever possible. Conduct call backs where initial response could not be given, prioritise appropriately, being mindful of queues and within agreed timeframes. Participate in outbound campaigns as required.</p> <p>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 and subject matter expertise, techniques and skills to provide clear, accurate and consistent information and support for complex or unique enquiries. Refer as appropriate.</p> <p>Use service management systems and restricted access databases to conduct more complex searches and respond to escalated enquiries. Enable seamless follow up of specialist services or referral requests by fully documenting all essential enquiry information. Ensure resolution activity is monitored and closed off as per AskOtago procedures.</p> <p>Provide subject matter expertise in a specialised area (Student Experience, IT, Finance, HR) and undertake a range of activities as agreed for the specialist area/unit to ensure a seamless provision of customer service</p> <p>Escalate matters such as serious incident events and media enquiries immediately and in accordance with established procedures and protocols.</p> <p>Understand and comply with privacy requirements and legislative obligations ensuring confidentiality, privacy and integrity of information is not compromised.</p> <p>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;</p>
--------------------------	---

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.

Actively contribute to reviewing and improving work processes, procedures and the customer experience, including identifying potential Knowledgebase items and advising any discrepancies in the Knowledgebase.

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

Actively participate in being coached and mentored. Support the ongoing development needs and be a "buddy" for new team members and AskOtago colleagues by sharing knowledge and providing guidance, support, tutoring, coaching and feedback such as call shadowing and email checking.

In the absence of the Group Leader supervise the activity of the Client Services Representatives including allocation and ongoing monitoring of workflow, effectively ensuring appropriate levels of service delivery; provide assistance to Client Services Representatives as required; manage complex customer enquiries; evaluate and respond or refer critical incidents.

Develop and maintain strong collegial relationships with AskOtago colleagues and Shared Services staff, the area/unit of subject matter expertise, and with academic and support service divisions to deliver a 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
Shared Services staff

External

Prospective students, whanau, alumni, parents
Members of the public
Otago University Students Association (OUSA)
External organisations such as StudyLink

QUALIFICATIONS & EXPERIENCE:

Essential

NCEA (min Level 2) or equivalent recognised qualification.
3+ years' experience working in a busy contact centre where high levels of customer service delivery are expected.

Preferred

Tertiary qualification.
4+ years' AskOtago or combined AskOtago/University support service experience an advantage.
Proven experience problem solving and using critical thinking.
Experience in, coaching or mentoring staff.

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 using a Customer Relationship Management (CRM) system.
Experience and understanding of university related information systems.

SPECIAL REQUIREMENTS:

Contribute as part of a network of Shared Services 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	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Intermediate
ENABLE	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Foundational
PERSONAL ATTRIBUTES	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Foundational
PEOPLE MANAGEMENT	Manage and Develop Capability	Foundational
LANGUAGE AND CULTURE	Te Reo	Foundational
	Tikanga Māori	Foundational

CAPABILITY FRAMEWORK DESCRIPTORS

Senior Services Representative AskOtago

ENGAGE

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	INTERMEDIATE	FOUNDATIONAL	INTERMEDIATE
<p>Focus on key points and speak using plain language</p> <p>Clearly explain and present ideas and arguments</p> <p>Display active listening and ask appropriate, respectful questions</p> <p>Write fluently and communicate routine technical information clearly avoiding unnecessary use of jargon</p>	<p>Support a culture of quality customer service in the organisation</p> <p>Demonstrate a thorough knowledge of the services provided and relay accurately to customers</p> <p>Identify and respond quickly to customer needs</p> <p>Consider customer service requirements and provide solutions to meet needs. Resolve complex customer issues and needs</p> <p>Co-operate across work areas to improve outcomes for customers</p>	<p>Work as a supportive and co-operative team member, share information and acknowledge others' efforts</p> <p>Respond positively to others who need clarification or guidance on work activities</p> <p>Step in to help others when workloads are high</p> <p>Keep team and supervisor informed of work tasks</p>	<p>Utilise facts, knowledge and experience to support recommendations</p> <p>Work towards positive and mutually satisfactory outcomes</p> <p>Identify and resolve issues in discussion with other staff and stakeholders</p> <p>Identify others' concerns and expectations</p> <p>Keep discussion focused on the key issues</p>

ENABLE

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	INTERMEDIATE	FOUNDATIONAL
<p>Complete own work tasks under guidance, within set budgets, timeframes and standards</p> <p>Take the initiative to progress own work</p> <p>Identify resources needed to complete allocated work tasks</p> <p>Seek clarification when unsure of work tasks</p>	<p>Plan and coordinate allocated activities</p> <p>Re-prioritise own work activities on a regular basis to achieve set goals</p> <p>Contribute to the development of team work plans and goal setting</p> <p>Understand team objectives and how own work relates to achieving these</p>	<p>Research and analyse information and make relevant evidence based recommendations</p> <p>Identify issues that may hinder completion of tasks and find appropriate solutions</p> <p>Be willing to seek out input from others and share own ideas to achieve best outcomes</p> <p>Identify ways to improve systems or processes which are used by the team/work unit</p>	<p>Take responsibility for own actions</p> <p>Be aware of delegations and act within authority levels</p> <p>Be aware of team goals and their impact on own work tasks</p> <p>Escalate issues when these are identified</p>



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>
INTERMEDIATE	INTERMEDIATE	INTERMEDIATE	FOUNDATIONAL
<p>Be flexible and adaptable and respond quickly when situations change</p> <p>Offer own opinion and raise challenging issues in an appropriate manner</p> <p>Listen when ideas are challenged and respond in a reasonable way</p> <p>Work through challenges</p> <p>Stay calm and focused in the face of challenging situations</p>	<p>Represent the organisation in an honest, ethical and professional way and support a culture of integrity and professionalism</p> <p>Understand and follow legislation, rules, policies, guidelines and codes of conduct and help others to understand their obligations for compliance</p> <p>Recognise and report misconduct and inappropriate behaviour</p>	<p>Be willing to develop and apply new skills and adapt existing skills to new situations</p> <p>Show commitment to achieving work goals effectively</p> <p>Show awareness of own strengths and areas for growth and seek and respond positively to constructive feedback and guidance</p> <p>Demonstrate a motivated attitude to work activities and maintain own motivation when tasks become difficult</p>	<p>Acknowledge and be responsive to diverse experiences, perspectives, values and beliefs</p> <p>Be open to the inputs of others</p> <p>Work to understand the perspectives of others</p>



LANGUAGE & CULTURE

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