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| **Position description** | |
| Job title: | Customer Support Consultant |
| Location: | Head Office, Lower Hutt |
| Team: | Customer Support Team |
| Reports to: | Customer Support Team Leader |
| Direct reports: | None |
| Key relationships: | Internal: Onboarding team leader, Training Team Leader  External: customers |
| Role purpose: | A Customer Support Advisor is the central point of contact on a day-to-day basis for Smartly customers. This role will focus on delivering best in class customer service focused on first time resolution, high customer satisfaction and customer retention. This role will ensure high standards are being met and maintained throughout each part of the customer experience and ensure customer expectations are exceeded. |

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| **Area** | **Key responsibilities** | **Deliverables/outcomes** |
| Service excellence delivery | * Demonstrates commitment to meeting and exceeding the needs of customers throughout the customer service experience * Continually aspires to achieve excellence in all areas. * Providing polite, professional, friendly, efficient and timely handling of customer queries, regardless of the method of contact * Adherence to all relevant customer support, company and customer policies and procedures * Produces notes and customer communications that are professional and grammatically correct, written with their intended audience in mind * Escalate any appropriate problems to Customer Support Team Leader | Customer experience targets established and met   * Customer satisfaction (with service) tracked, and targets met * Customer feedback * Data quality / accuracy * Call and written response assessments completed with Team Leader fortnightly * Adherence to all levels of the Privacy Act |
| Payroll Support | * Being logged into the contact management tools, in a correct status, at the times defined * Demonstrates good work practices and work ethic * Building and maintaining your skill and knowledge base on Smartly software and products * Participate fully in training and coaching sessions * Adherence to all levels of the Privacy Act * Working with your team and other parties, (internal and external to Smartly), to ensure the timely delivery of quality services * When requested drafting new articles and commenting on current articles to ensure the knowledge base is constantly reviewed and up to date | * Customer Support competency level assessments, targets met * Regular one on one meetings conducted with Team Leader * Attend team meetings * Annual performance reviews completed * At work logged in on time in full |

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| **Organisational structure** |
| |  |  |  |  | | --- | --- | --- | --- | | CEO | | | | | Head of Operations | | | | | Customer Support Manager | | | | | Assistant Manager | Team Leader | Team Leader | Team Leader | |  | Advisors (7-10) | Advisors (7-10) | Advisors (7-10) | |

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| **Experience & qualifications** |
| Energetic and motivated individual with a ‘Can do’ attitude  The ability to work collaboratively within a team  Well-developed oral, written and interpersonal skills  Willingness to learn and develop new skills  Has the flexibility to adapt in an environment that is continually changing  An analytical approach to problem solving and the patience to work through a range of queries  Ability to capture information succinctly and accurately  Behave in a courteous and appropriate manner in the work environment  Is able to work under pressure, remaining calm and focused on providing a resolution to the customer’s query  Able to speak clearly and concisely; effectively communicating with customers of all ability  Proficient in MS Office Applications  In-depth knowledge of customer services software, databases and CRM systems |

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| **Key competencies** |
| Strong work ethic and aligned to organizational values and ethics  Integrity and Trust  Listening skills  Customer Focus  Self-motivated and proactive  Initiative, drive and action oriented |