**Position Description**

**Customer Service Representative**

**Title** Customer Service Representative

**Reporting to** Area Manager (Panmure)

**Division**  THA

**Location**  Auckland

**Hours**  40 hours per week

**Direct Reports** None

**Date Created** March 2022

**Purpose**

The purpose of this role is to support the Housing Operations team by answering inbound calls; resolving THA-related queries and transferring calls to appropriate team members, while maintaining a high level of customer service.

**Key outcomes**

* Ensuring that customer satisfaction measures are maintained or exceed at agreed levels
* Ensuring that all interactions with are aligned with the Tamaki Inclusive Engagement Strategy..

**Key stakeholders**

Tenants, Community, TRC Partners, Members of the Public.

**Key responsibilities**

The Customer Service Representative (CSR) is responsible for answering all inbound calls coming into Tāmaki Regeneration.

* Provide a professional and friendly experience for all visitors who phone into Tāmaki Regeneration
* Transfer TRC calls to appropriate staff
* Wherever possible, resolve Tāmaki Housing Association (THA) queries within the one call
* Answer enquiries by clarifying information, researching, locating and providing information
* Resolve problems by clarifying issues & explaining solutions, escalating unresolved problems where required
* Complete any follow up actions, record relevant data in system and keep customers updated throughout
* Advise customers of their obligations and any actions they need to complete
* Handle customer queries efficiently while ensuring high levels of customer service (balance duration with quality)
* Maintaining databases as required
* Recommend process improvements
* Actively participate in planning, developing and championing team goals & initiatives

**Our ideal candidate will demonstrate**

The ideal candidate will be able to demonstrate the following:

* Exceptional customer service
* Ability to use customer relationship management systems
* Outstanding communication ability
* Bilingual is desirable
* Experience in role requiring empathy & excellent listening skills

The key competencies are:

* Communication – strong verbal and written skills
* IT and system literacy
* Resilience
* Cultural Awareness
* Problem Solving

**Health and Safety Requirements**

* Taking reasonable care for their own health and safety and that of any others that may be affected by their activity
* Complying with reasonable health and safety instructions given by TRC and Health and Safety legislation.
* Cooperating with any reasonable policy or procedure set by TRC, that has been notified to our people or partners.
* Reporting all hazards, risks, incident or near misses as per reporting requirements.
* Assisting the Risk and Compliance Manager in the review or assessment of serious or potentially serious events.
* Actively participating in all health and safety activities

**Why work for Tāmaki Regeneration Company?**

The Tāmaki regeneration programme is founded on the complex and rich history of Tāmaki. We have a master plan for Tāmaki that is focused primarily on building 10,500 homes, and as part of their delivery, we will upgrade streets, parks and town centres, increase transport options, support schools and provide job opportunities.

We collaborate closely with mana whenua, community groups, schools and businesses to deliver our four key priorities:

* Social (supporting Tāmaki whānau to thrive)
* Housing (building homes and communities)
* Economic (helping the local economy to thrive)
* Placemaking (supporting local cultural identity and sense of belonging)

To ensure the impact of the regeneration will span generations, we focus on mahi to support the wellbeing of tangata whenua and tangata tiriti and improve equity outcomes for Māori and Pasifika whānau in Tāmaki. Our goal is to enable the people of Tāmaki to reach their aspirations.

Our team all share this vision, and our people say that this is one of the best things about working here. We’re proud to work alongside our local communities, and take time to learn, understand and collaborate.

Tāmaki Regeneration Company is a strongly values driven organisation, and as such our values will resonate with you:

* Ka Poipoi - We deeply care for and nurture each other
* Ka Honohono tatou - We value joining and coming together
* Ka Waihanga tahi tātou - We reflect, learn, design and make together

Our culturally diverse team are adaptable, embrace change and are not afraid to try new things. To continue to evolve and deliver the Tāmaki vision, we need great people who will bring their skills and ideas, but most of all, their passion to this meaningful kaupapa.

To learn more about the benefits of working for TRC see: <https://tamakiregeneration.co.nz/regen/about/join-us/>

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