

Whakaaturanga Mahi – Job description

Job details

Job title:	Customer Service Facilitator
Reports to:	Contact Centre Manager/Service Manager
Direct reports:	nil
Role:	1.0 FTE
Key relationships:	
<i>Internal:</i>	Contact Centre team Equipment team Professional Services team Housing team Procurement team Branch Manager and warehouse teams Other functions within the organisation
<i>External:</i>	Customer's and their whānau Assessors Staff and representatives from other agencies and services Enable New Zealand service partners including: suppliers, contractors, consultants, sub-contractors
Location:	Palmerston North

Ko wai mātou – Who we are

Our mission is to support disabled people and their whānau to live everyday lives in their communities. We do this by effectively managing access to equipment and modifications for disabled people and their whānau on behalf of Whaikaha – Ministry of Disabled People (**Whaikaha**) and the Accident Compensation Corporation (**ACC**).

He aha ngā painga ki a mātou – What matters to us most

At Enable New Zealand, we care about making a difference to disabled people and working together as a team.

He aha te mahi – Role purpose

The role of the Customer Service Facilitator (**CSF**) is to provide highly responsive customer service support to the organisation by interfacing directly with the customer to provide them with support and information to address specific queries regarding Enable New Zealand's products and services.

The CSF will also ensure that an excellent standard of service and a high level of customer satisfaction is maintained at all times, and that the efficient and effective end to end facilitation of orders and requests according to Enable New Zealand's practice and process guidelines.



To manage and coordinate all activities to ensure the efficient and uninterrupted delivery of service to the customer.

Ngā mahi haepapa – Role responsibilities

Key objectives	Responsibilities
<p>Customer Service Support <i>Proactively engages with the customer and all key stakeholders and responds promptly to inquiries according to guidelines for customer service best practice</i></p>	<ul style="list-style-type: none"> Efficiently works with a wide range of media (phone, email) when interfacing with the customer. High frequencies of incoming calls are resolved first time without the need for referral or escalation to another function. Keeps up to date records of all customer interactions and actions taken through maintaining relevant customer databases (CRM) used by the organisation. The principles, processes and guidelines that apply to customer service are consistently applied. Proactively follows up on unresolved actions from customer enquiries that have been assigned to another resource to ensure resolution in a timely manner. Communicates and coordinates all activities associated with the processing of an order both internally with other departments and to external contractors (as required). Reviews daily activity reports. Maintains up to date knowledge of any applicable process changes. Organises own workflow and escalations where applicable. Provides a seamless service working within a rostered environment within contracted service coverage requirements. Ensures that customers’ response timeframes are met. Focuses on supporting service delivery outcomes for all customers and stakeholders. A high level of customer satisfaction is maintained at all times.
<p>Processing and Administration <i>Processes orders and service requests effectively and efficiently with agreed timeframes and with a high level of data accuracy and speed</i></p>	<ul style="list-style-type: none"> Triaging and processing of orders and service requests in accordance with Enable New Zealand practice guidelines. Actively project manages complex orders (such as complex equipment, trial management, complex housing) and proactively follows up on unresolved actions that have been assigned to another resource (internal or external) to ensure resolution within agreed timeframes. Documentation and record keeping is relevant and appropriate to the interactions and actions taken through the life cycle of the order. Maintains up to date knowledge of the service specifications for the organisation’s contract partners – e.g., Ministry of Health and ACC. Ensures any applicable documentation is stored according to file management guidelines. Works in a rostered environment within contracted service coverage requirements.

Key objectives	Responsibilities
	<ul style="list-style-type: none"> Provides and coordinates service delivery information as required. Maintains customer and assessor address book data.
<p>Handling Problems <i>Customer problems/complaints are handled and where practical, resolved according to the organisation's guidelines and policies</i></p>	<ul style="list-style-type: none"> Is willing to proactively handle and resolve customer complaints, taking into account the seriousness of the situation. Potential red flags are clearly identified and escalated to appropriate manager for action. Collate the required information on the problem if requested and check in on progress.
<p>Quality (CQI) <i>Identifies opportunities for improvement and regularly provides feedback on the efficiency of the customer service process</i></p>	<ul style="list-style-type: none"> Participates in the continuous improvement programme aimed at improving the efficiency of the hub and the customer experience Proactively seeks feedback on the quality of the customer service experience.
<p>Job Training and Multi-skilling <i>Participates in any applicable training and multi-skilling programmes aimed at increasing service and product knowledge of the tasks and functions</i></p>	<ul style="list-style-type: none"> Actively participates in training programmes to enhance own expertise and knowledge. Maintains an up to date and thorough understanding of the current policies, practices and procedures specific to own job. Provides input into potential skill or knowledge "gaps" to inform future training. Has developed the skills necessary to work across hubs as demand requires.
<p>Quality Service Delivery <i>Demonstrates a commitment to customer-focused, quality service delivery</i></p>	<ul style="list-style-type: none"> Consistently fulfils the "critical" core competencies, attributes and skills for this position, as detailed in the attached Position Competencies.
<p>Professional Development <i>Develop and maintain up to date skills, knowledge and expertise</i></p>	<ul style="list-style-type: none"> Participates in annual performance review process and identification of development needs. Participates in relevant training programmes as required, or as approved, to support a high level of productivity and quality.
<p>Health and Safety <i>Applies knowledge and skills to all work practices to ensure compliance with the Health and Safety at Work Act 2015 and any subsequent amendments or replacement legislation</i></p>	<ul style="list-style-type: none"> Is familiar with all policies and procedures as they affect the work environment. Ensure that safe working procedures are practised, and no person is endangered through action or inaction. Is aware of and can identify hazards and take action, accordingly, including preventing or minimising the adverse effects of hazards. Ensure that all incidents, including near misses, are reported within the required timeframe using Enable New Zealand's incident reporting system. Actively participate in Enable New Zealand's health and safety programmes, through input into meetings and feedback through committee structures.
<p>Te Tiriti o Waitangi – Treaty of Waitangi and Equity</p>	<ul style="list-style-type: none"> Apply knowledge of Te Tiriti o Waitangi and its application in Health to all work practices. Attend appropriate Te Tiriti o Waitangi education sessions.

Ngā āheitanga matua – Key Competencies

Competencies are the skills, knowledge, and attributes required to be fully competent in this position. There will be a programme available for appointees to meet competencies where a need for continued development is identified. For the purposes of selection, essential competencies have been identified, and decisions will be made based on the ability of applicants to meet these:

Skills and Attributes

Essential:

- Telephony etiquette. Is respectful to the person being spoken with, shows consideration for the other person's limitations, allowing that person time to speak and communicates clearly
- Telephone skills. Efficiently utilises telephone technology to support work and enhance the customer's experience
- Computer Literacy. Experience and working knowledge in a range of computer software – Microsoft suite, integrated business systems
- Accuracy and speed. Processes high volumes of transactions with minimal errors.

Experience:

Understanding of the wider rehabilitation, health and disability sector.

- Empathy/ affinity with people reliant on Enable New Zealand's services
- Understanding of the challenges and barriers that disabled people experience

Previous customer service experience

- Has worked in a contact centre environment or similar
- Ability to succinctly summarise complex conversations, articulating key points and relevant information

Experience interfacing directly with the public (not necessarily face to face)

- Retail sales type experience and/or relevant product knowledge
- Working through a wide variety of media to interface and build relationships with the customer

Sector background

- Has previously worked in the rehabilitation, health and disability sector
- Understanding and knowledge of Ministry of Health eligibility, criteria and policy; ACC's Statement of Intent and legislative fundamentals

Data interrogation

- An intermediate level of understanding regarding database querying

Project management, coordination

- Experience in dealing with highly complex transactions over an extended period of time
- Able to support key stakeholders through the end-to-end process

Experience with Accounts Payable/ Accounts Receivable

- Previous experience with general ledger and AP/AR in a highly transactional environment

Preferred

Product Knowledge

- Has a practical working knowledge of a wide range of disability equipment and its functional uses

Physical Attributes:

Under the Human Rights Act 1993 discrimination based on disability is unlawful. Enable New Zealand Limited will make all reasonable efforts to provide a safe and healthy workplace for all, including persons with disability.

Every effort has been made to outline requirements clearly. If a potential applicant has uncertainties about their ability to fulfil these physical requirements, enquiry should be made whether it would be possible to accommodate a particular issue by obtaining advice from the People and Culture team.