

BCITO Position Description: Customer Support Advisor - (12 Month Fixed Term)

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| LOCATION: | National Office (Wellington) |
| REPORTS TO: | Business Support Team Leader |
| DATE: | March 2018 |
| WORKING RELATIONSHIPS: | <u>Internal:</u> BCITO employees nationally <u>External:</u> Stakeholders |

1. BACKGROUND TO BCITO

The Building and Construction Industry Training Organisation (BCITO) is New Zealand's largest provider of building and construction trade apprenticeships. We are appointed by the government to develop professional qualifications and set standards for the industry, working across the country out of our 18 locations.

The BCITO is committed to the development and training of people within the Building and Construction sector both now and in the future. Central to the organisation is the collaborative and positive working relationships that we have with the 14 industries that we represent. As our environment shifts about us, we are continually looking to improve our service to these industries so that their needs may be effectively met in the future.

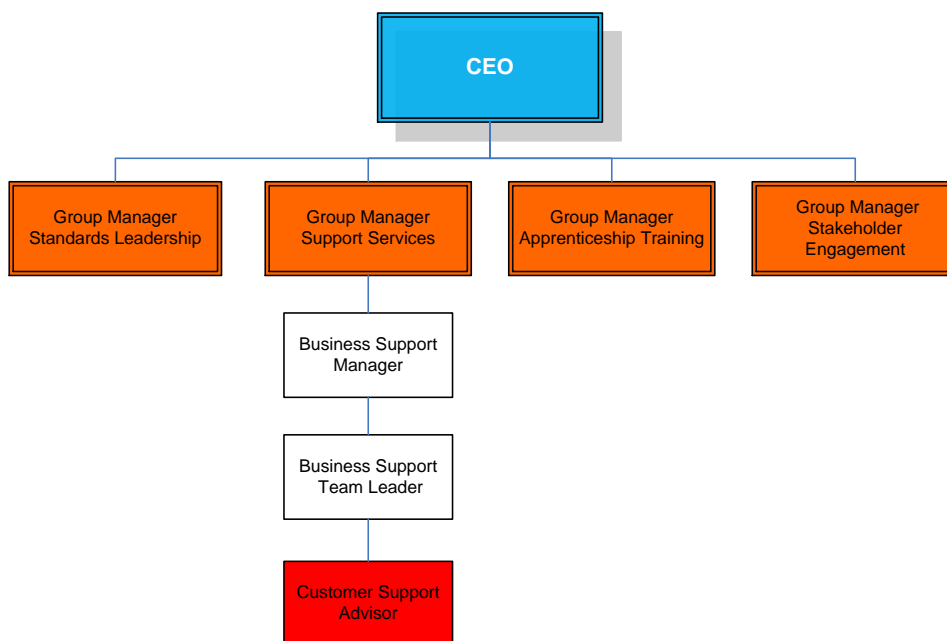
We are group of passionate people with the essence of our organisation encompassed by our Vision and Values.



At the BCITO we recognise that the future prosperity of the organisation is linked to the performance, capability and well-being of our people. We offer our employees competitive remuneration package, great career training and development opportunities, excellent employee support benefits and flexible working conditions.

The Business Support Team, which is part of the Support Services Group, provides a central place within the organisation for the completion of all administration, accounts receivable and customer services requirements to both internal and external customers. The team operates under a service centre management model having dedicated contact people within the team serving Nationwide.

2. REPORTING STRUCTURE



3. POSITION PURPOSE

To contribute to the effective running of the Business Support Team by providing an excellent customer experience with timely, professional and efficient phone services and provide superior support to both internal and external customers. Answer incoming calls from customers to manage all inquiries, handle complaints, troubleshoot problems and provide information.

4. KEY ACCOUNTABILITIES & TASKS

On a day-to-day basis, Customer Service Advisors are likely to be required to deal with a variety of customer requests, provide assistance to help individuals and resolve any problems.

It is essential for Customer Support Advisors to have great communication skills, be problem solvers, and to enjoy interacting with other people on a regular basis. Customer Support Advisors are required to work across a number of different channels predominantly over the phone through to email and web based programmes. Having excellent written communication skills is very important.

Customer Service

- Answer and handle inbound calls on the 0800BCITO number
- Ensure all customers, both internal and external are dealt with in a timely and professional manner
- Resolve customer issues where possible or direct to the appropriate staff member
- Acquire an in-depth knowledge of the qualifications and associate activities enhancing customer satisfaction
- Respond to mail and email enquiries and action as appropriate
- Effectively communicate with clients regarding queries and information needs

Document Preparation and Data Inputting:

- Ensure Training Agreements (TAG's), sign on checklists, completions and discontinuances paperwork is checked with the correct documents attached and fees charged accordingly
- Details of TAG's, completions and discontinuances are entered into the system in an accurate and timely manner
- Process invoices through the system in an accurate timely manner
- Ensure resource orders are placed accurately and invoiced to the appropriate creditor if required
- Appropriate correspondence is sent to parties after the details of documents have been entered into the system
- Maintain and update employer and trainee information as required
- Liaise with employers and trainees as required
- Locate and provide information on trainee's qualifications from NZQA as required
- Ensure documents are filed as required
- Archive completed and discontinued files as required
- Adapt to system enhancement and changes

Financial Management

- Process invoices through the system in an accurate timely manner
- Respond and action account enquires
- Maintain comments/reason for outstanding debt in the system as ensuring this is kept up to date

Health and Safety & Company Knowledge

- Complete all work following the organisations Health & Safety policies and procedures
- Keep up to date with company knowledge at all times

Note:

The above responsibilities are not exclusive. The incumbent may be expected to undertake other reasonable duties and accept additional reasonable responsibilities at the discretion of management.

5. PERSON SPECIFICATIONS

Knowledge, Skills and Experience

- Excellent Customer Service Skills
- Previous contact centre experience desirable
- Strong communication skills both written and oral
- Strong planning and organisational skills
- Attention to detail
- The ability to get along with a wide range of people
- A can-do, proactive attitude with a demonstrated ability to foster this in others
- The ability to work both autonomously and as an active team member
- The ability to prioritise and deliver on tight timeframes, with flexibility to meet competing priorities
- Good levels of IT literacy
- Experience in the completion of administration tasks and processes in an office environment
- Experience in providing excellent customer service in supporting both internal and external customers
- Experience of inputting data in a timely and accurate manner

Signed



GM Support Services

Customer Support Advisor