

## JOB DESCRIPTION

Position Title: Door to Door Campaigner

Location: Field-based within the Top Energy Network

Reports To: Campaign Team Leader / Administrator

Direct Reports: None

Financial Responsibility: As per delegated authority

External Relationships: Top Energy consumers / bill payers

## PURPOSE

The role is responsible for meeting with Top Energy consumers / bill payers to discuss with them the cost benefits of switching retailer. The role will involve door to door canvassing of neighbourhoods in the Top Energy area and completing the switch if the customer consents to change.

## OBJECTIVES

These are the overall objectives (high level) for the position – they should feed into the divisional / organisational objectives

Number	Description	Weighting
1.	Supports the business in its strategic objective of ensuring customers can find the best electricity retailer for them.	50%
3.	Represent Top Energy to advance customer and community engagement to enhance Top Energy as a trusted and valued brand	50%

## DUTIES

These are the day-to-day tasks that make up the individual's role

Area	Activities
Door to door customer engagement	<ul style="list-style-type: none"> <li>Approaching customers by door knocking in Far North neighbourhoods to speak to bill payer</li> <li>Engaging customers with the process</li> <li>Taking customers through the options available to them</li> <li>Assisting customers to connect with an alternative provider where appropriate</li> <li>Completing necessary paperwork to ensure a smooth transition if customers agree to change</li> <li>Travelling to markets, shows, other community events where required to engage with Far North consumers directly.</li> <li>Representing Top Energy in the community and adhering to Top Energy policies and procedures</li> </ul>

Other Duties	Carry out any other duties and responsibilities as may be requested from time to time which are generally consistent with the objectives of the position
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## EXPECTED OUTCOMES

Monitored regularly through campaign meetings and feedback.

## ADDITIONAL RESPONSIBILITIES

Health and Safety	Level 5 of the Responsibility Matrix
Risk Management	Level 5 of the Responsibility Matrix

## QUALIFICATIONS AND EXPERIENCE

### Knowledge, Skills and Abilities:

Education	Essen-tial	Pref-erred	Experience	Essen-tial	Pref-erred
NCEA Level 2		X	Sales experience (phone, door to door or retail)		X
Computer literacy	X		Experience in engaging with individuals to pitch ideas		X
Full, clean, valid NZ drivers' licence	X				

### Personal Attributes:

#### Customer Service/Focus

- Builds effective customer rapport/relationships (internally and externally) and treats them as business partners
- Actively seeks and listens to customers' needs, suggestions and feedback
- Consistently meets, and at every possible opportunity, exceeds customer expectations.
- Excels at providing excellent customer support and follow-up
- Is committed to continuous improvement of customer service.
- Readily readjusts priorities to respond to pressing and changing customer demands
- Provides regular feedback to management on customer demands

#### Communication

- Expresses views in a fluent, clear, logical manner which captures interest and gains support
- Speaks with enthusiasm, authority and conviction
- Is an effective listener
- Shows tact and diplomacy in dealing with others
- Effectively adapts own communication style to suit different audiences
- Delivers information effectively in a variety of written formats including reports, letters, memos, emails, quotes, etc.

#### Interpersonal Relationships

- Is friendly, warm and sincere, and easily approachable
- Is tactful, compassionate and sensitive, and treats others with respect and dignity

- Is patient and understanding, listens to others and respects their opinions
- Has an awareness of own interpersonal interaction style and how it affects others

#### **Retail Selling Skills**

- Acknowledges/approaches all customers within the relevant time frame.
- Smiles when greeting customers.
- Comes across as warm and friendly.
- Presents him/herself well to customers.
- Uses open-ended questions and probing to qualify customer needs.
- Shows effective listening skills.
- Reads customers well to determine their primary motive/s.
- Has excellent product knowledge.
- Is able to effectively explain product features and benefits.
- Shows enthusiasm for products.
- Handles customer objections effectively.
- Provides the highest level of customer service at all times; strives to exceed their expectations; goes the extra mile.
- Handles difficult and complaining customers effectively.
- Processes sales/transactions/contracts efficiently and accurately.
- Makes customers feel appreciated for their business.

*At Top Energy's discretion, this Job Description may be amended in consultation with the position holder*

Manager's Signature	Position Holder's Signature
Manager's Name (please print)	Position Holder's Name (please print)
Date	Date

## Responsibility Matrix

### Risk Management

Level	Level Title	Job Title	Responsibility
1	Business Leader	CEO	<ul style="list-style-type: none"><li>• Conveys Boards of Directors' risk appetite levels</li><li>• Directs the work of others in all roles in relation to risk and regulatory issues.</li><li>• As a member of the Executive Management Team, formulates Risk Management policy.</li><li>• Sets business level goals, policies and objectives for risk management and reports to Boards of Directors</li><li>• Deploys plans to achieve the business level goals.</li><li>• Proactive in shaping the risk management culture and champions risk management principles and best practice.</li><li>• Sets business level policies for System and Information Security</li></ul>
2	Head of Division	Divisional GM	<ul style="list-style-type: none"><li>• As a member of the Executive management Team, formulates Risk Management policy.</li><li>• Sets divisional level guidelines and objectives for risk management and reports to the CEO on performance regarding risk management objectives.</li><li>• Deploys plans to achieve the divisional level objectives.</li><li>• Directs the work of the division in relation to risk management within appetite across the division.</li><li>• Champions risk management principles and best practices; guides, empowers and supports direct reports in all aspects of company policy adherence in relation to risk management framework and regulatory compliance where relevant.</li><li>• Sets divisional level requirements to comply with the System and Information Policies and ensure the Information Security Management System is understood and adhered to</li></ul>
3	3 <sup>rd</sup> Tier Management	Managers (Report to GM)	<ul style="list-style-type: none"><li>• Guides, empowers and supports direct reports in all aspects of company policy and appetite adherence in relation to risk management and regulatory compliance where relevant.</li><li>• Sets functional level objectives for risk management and reports to the Divisional GM</li><li>• Deploys plans to achieve the functional level objectives.</li><li>• Leads by example in adherence to best practice in risk management at all times.</li><li>• Assists other Managers in identifying, evaluating and responding to strategic, business and operational risks.</li></ul>

			<ul style="list-style-type: none"> <li>• Champions risk management principles and best practices</li> <li>• Incorporates the Information Security Management System, policies, and standards into all activities to reduce risk and improve controls. Ensures direct reports understand and adhere to their responsibilities.</li> </ul>
4	4 <sup>th</sup> Tier Management	Supervisor / Foreman (Report to a Manager)	<ul style="list-style-type: none"> <li>• Leads by example in adherence to best practice in risk management at all times.</li> <li>• Actively and openly discusses risk management with work team on a regular basis.</li> <li>• Assists other Supervisors in identifying, evaluating, and responding to strategic, business and operational risks.</li> <li>• Champions risk management principles and best practices</li> <li>• Incorporates the Information Security Management System, policies and standards into all activities to reduce risk and improve controls. Ensures direct reports understand and adhere to their responsibilities.</li> </ul>
5	General	All other staff	<ul style="list-style-type: none"> <li>• Takes responsibility for risk management as it relates to own work activities within the company.</li> <li>• Assists the General Manager Finance and the reporting manager to continually improve those parts of the Risk Register that relate to own role.</li> <li>• Ensure all activities comply with the requirements of the Information Security Management System, policies and standards.</li> </ul>

### Health and Safety

Effective functioning of the safety management system depends on the commitment by all staff – from the CEO to frontline workers – to perform their duties and responsibilities so far as is reasonably practicable.

Level	Level Title	Job Title	Responsibility
1	Business Leader	CEO	<ul style="list-style-type: none"> <li>• Conveys Boards of Directors' health and safety risk tolerance levels</li> <li>• Directs the work of others in all roles in relation to health and safety.</li> <li>• As a member of the Executive Management Team, formulates Health and safety risk management policy.</li> <li>• Sets business level goals and policies for health and safety and reports to Boards of Directors</li> <li>• Deploys plans to achieve the business level goals.</li> <li>• Proactive in shaping health and safety culture and champions health and safety principles and best practice</li> </ul>
2	Head of Division	Divisional GM	<ul style="list-style-type: none"> <li>• As a member of the Executive Management Team, formulates health and safety risk management policy.</li> </ul>

			<ul style="list-style-type: none"> <li>• Directs the work of the division in relation to health and safety across the division.</li> <li>• Guides, empowers and supports direct reports in all aspects of health and safety legislative and company policy adherence.</li> <li>• Sets divisional level guidelines/ policies and objectives for health and safety and reports to the CEO.</li> <li>• Deploys plans to achieve the divisional level objectives.</li> <li>• Proactive in shaping health and safety culture within the division and champions health and safety principles and best practice</li> </ul>
3	3 <sup>rd</sup> Tier Management	Managers (Report to GM)	<ul style="list-style-type: none"> <li>• Leads by example in adherence to best practice in at all times.</li> <li>• Guides, empowers and supports direct reports in all aspects of health and safety legislative and company process adherence.</li> <li>• Champions risk management principles and best practices; guides, empowers and supports direct reports in all aspects of company policy adherence in relation to safety risk management framework and regulatory compliance where relevant.</li> <li>• Sets functional level objectives for health and safety and reports to the Divisional GM</li> <li>• Deploys plans to achieve the functional level objectives.</li> <li>• Ensures staff assigned to work have current certification, training, knowledge, experience and confidence to conduct said work.</li> <li>• Leads by example in adherence to best practice in health and safety at all times.</li> <li>• Actively and openly discusses health and safety with operational group and contractors on a regular basis</li> </ul>
4	4 <sup>th</sup> Tier Management	Supervisor / Foreman (Report to a Manager)	<ul style="list-style-type: none"> <li>• Leads by example in adherence to best practice in health and safety at all times.</li> <li>• Guides, empowers and supports direct reports in all aspects of health and safety legislative and company process adherence.</li> <li>• Actively and openly discusses health and safety with work team, including contractors, on a regular basis.</li> <li>• Ensures staff assigned to work have current certification, training, knowledge, experience and confidence to conduct said work.</li> <li>• Follows procedures so far as is reasonably practicable and reports accidents / incidents as and when they occur</li> </ul>
5	General	All other staff	<ul style="list-style-type: none"> <li>• So far as is reasonably practicable, takes responsibility for own health and safety at all times.</li> <li>• Actively and openly discusses and contributes to health and safety improvements.</li> </ul>

			<ul style="list-style-type: none"> <li>• Follows procedures so far as is reasonably practicable and reports accidents / incidents as and when they occur.</li> <li>• Advises direct supervisor if lacking current certification, training, knowledge, experience or confidence before conducting assigned work.</li> </ul>
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