

## Position Description: Customer Support Administrator (CSA)

Kaiwhakahaere   Manager	<b>Business Support Team Leader</b>
Te Wāhi Noho   Location	<b>Wellington (National Office)</b>
Te Rā   Date	<b>March 2023</b>
Whakapānga Tuatahi   Direct reports	<b>0</b>
Ngā Hononga Mahi   Working relationships	<b>Internal:</b> BCITO employees nationally <b>External:</b> Stakeholders

## He mōhiotanga mō BCITO | Introduction to BCITO

Nau mai, haere mai, whakatau mai

BCITO is a business unit within Te Pūkenga (New Zealand Institute of Skills and Technology).

Te Pūkenga supports a world-class vocational and on-the-job learning system for Aotearoa New Zealand that brings together the strengths of in-work, online and on-campus learning. It is responsible for ensuring equity and excellence in vocational education. Its key priorities are improving outcomes for Māori and Māori communities in collaboration with Māori and iwi partners and stakeholders; improving the consistency of vocational education and training; meeting the needs of the regions of New Zealand and their learners, industries, employers, and communities; ensuring that every learner receives what they need to be successful and improving vocational education outcomes.

As New Zealand's largest provider of building and construction trade apprenticeships, BCITO is committed to the development and training of people joining and working in the building and construction sector. The collaborative and positive working relationships that we have with the 16 industries that we represent are central to our success. We continually look to improve our service to the industries, so their needs are effectively met.



### Vision and Values

We are a group of passionate people, with our 'essence' encompassed by our Vision and Values.

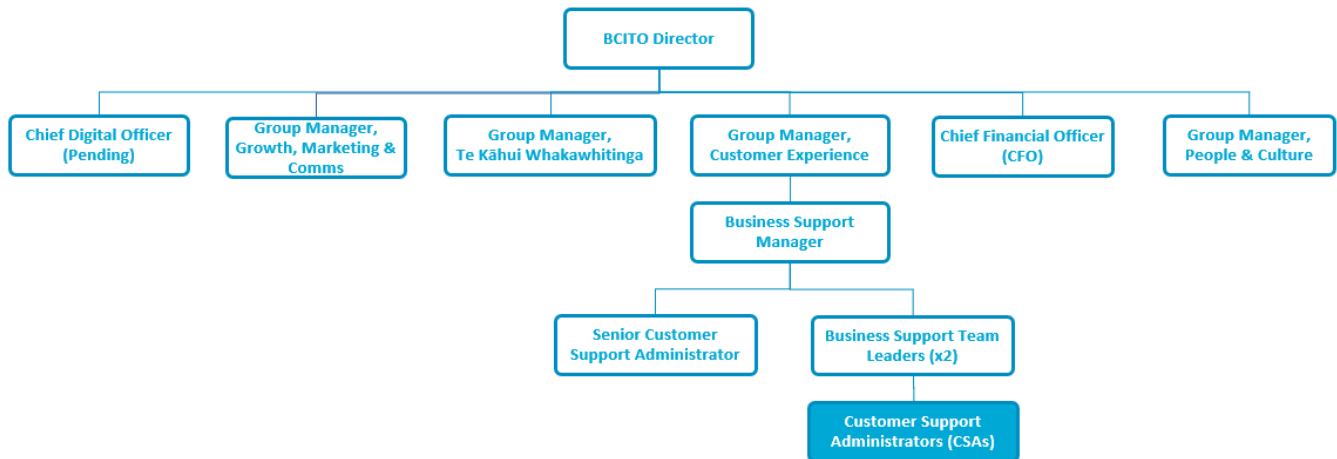
We recognise that the success of BCITO is linked to the performance, capability, and well-being of our people. We offer our people competitive remuneration, great career training and development opportunities, excellent employee-support benefits, and flexible working conditions.

## Te Kaupapa | Purpose

The Customer Support Administrator (CSA) contributes to the effective delivery of Business Support Team services by providing excellent customer experience, clear and prompt communication, effective administrative support, and first-level IT support for the myBCITO system.

Central to this position is providing an outstanding level of support to internal and external customers.

## Te Tū Whakahaere | Reporting structure



## Ngā Whāinga Matua | Key responsibilities

### Document Preparation & Data Entry

- Ensure Training Agreements (TAGs) and information provided on completions, status changes, and discontinuation paperwork is checked, with the correct documents attached and fees charged.
- Enter details of TAGs, completions, and discontinuations into the system, promptly and accurately.
- Ensure Electronic Training Agreements (eTAGs) are correct and complete so they successfully download to the system.
- Ensure resource orders are placed accurately, and invoiced to the appropriate creditor.
- Ensure relevant correspondence is sent to parties after document details are entered into the system.
- Keep employer and trainee information updated in the appropriate systems.
- Liaise with employers and trainees when completing processes.
- Source and provide information regarding trainee qualifications from NZQA.
- File documents and archive completed/discontinued files.
- Adapt to system improvements and changes.

### Financial Management

- Process invoices through the system, accurately and promptly.
- Respond to and action account enquires.
- Keep comments/reason for outstanding debt updated in the system.
- Process and maintain direct debits.

### Customer Service

- Respond to internal and external customer queries promptly and professionally.
- Answer customer queries and resolve customer issues where possible or direct them to the appropriate person.
- Stay up to date with, and have a clear understanding of, the qualifications and associated activities.
- Respond to mail/email enquiries and action appropriately.
- Liaise with stakeholders as required.

### **myBCITO Support**

Provide learners, employers, and BCITO kaimahi with Level One Helpdesk support, including:

- Basic troubleshooting (i.e. login issues, password resets).
- Application guidance.

**Note:** The above responsibilities are not exclusive. The employee may be asked to carry out other reasonable duties and accept additional reasonable responsibilities at management's discretion.

### **Health & Safety and Company Information**

Always carry out the requirements of the position safely while supporting the organisation's environment, of promotion and adherence to Health & Safety policies and procedures by all employees.

## **Mōu | Person Specifications**

### **Skills & Experience**

- Office administration experience.
- Customer service experience (internal and external customers).
- Strong written and verbal communication skills.
- Strong planning and organisational skills.
- A people person who can relate well to others.
- Able to work autonomously and within a team.
- Good IT/Digital skills.
- Data entry experience.
- Understands the importance of being flexible and meeting task/project timelines.

### **Desirable**

- Contact Centre experience.
- Previous Level One IT Helpdesk experience.