

Position Description: Customer Support Administrator (CSA)

Kaiwhakahaere Manager	Business Support Team Leader
Te Wāhi Noho Location	Wellington (National Office)
Te Rā Date	October 2026
Whakapānga Tuatahi Direct reports	0
Ngā Hononga Mahi Working relationships	Internal: BCITO employees nationally External: Stakeholders

He mōhiotanga mō BCITO | Introduction to BCITO

Nau mai, haere mai, whakatau mai.

BCITO Limited is New Zealand's largest provider of building and construction trade apprenticeships. We are industry owned and led, and report to Construction Skills New Zealand (CSNZ).

At BCITO, our purpose is clear and our impact powerful. We manage apprenticeships and training for the building and construction sector. Our programmes are designed to be straightforward for learners and workable for employers. Because each trade has its own rhythm, risks and requirements, we build full, end-to-end programmes with wraparound support, so an apprentice can progress from their first day on the job to being fully qualified, and an employer can grow capability on site without slowing the job.

BCITO's difference is focus and follow-through. We ensure the breadth and depth of our programmes meet industry needs and stay close to both learner and the employer to support their journey. Our qualifications are robust because we work with NZQA and TEC; our delivery is practical because we build it with industry and our outcomes are strong because we measure them, learn and improve. That is why employers stay with us, why apprentices recommend us, and why we continue to be New Zealand's provider of choice for work-based learning in the construction trades.

Looking ahead, we remain committed to stability for learners and employers as vocational education evolves. Our aim is to make the system simpler to navigate, quicker to respond to new methods and materials, and more supportive of people finishing well.

In a sector that builds homes, schools, hospitals and workplaces, people are the critical infrastructure. **At BCITO, we are building people who are building people**, and that is how New Zealand builds its future.



Vision and Values

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

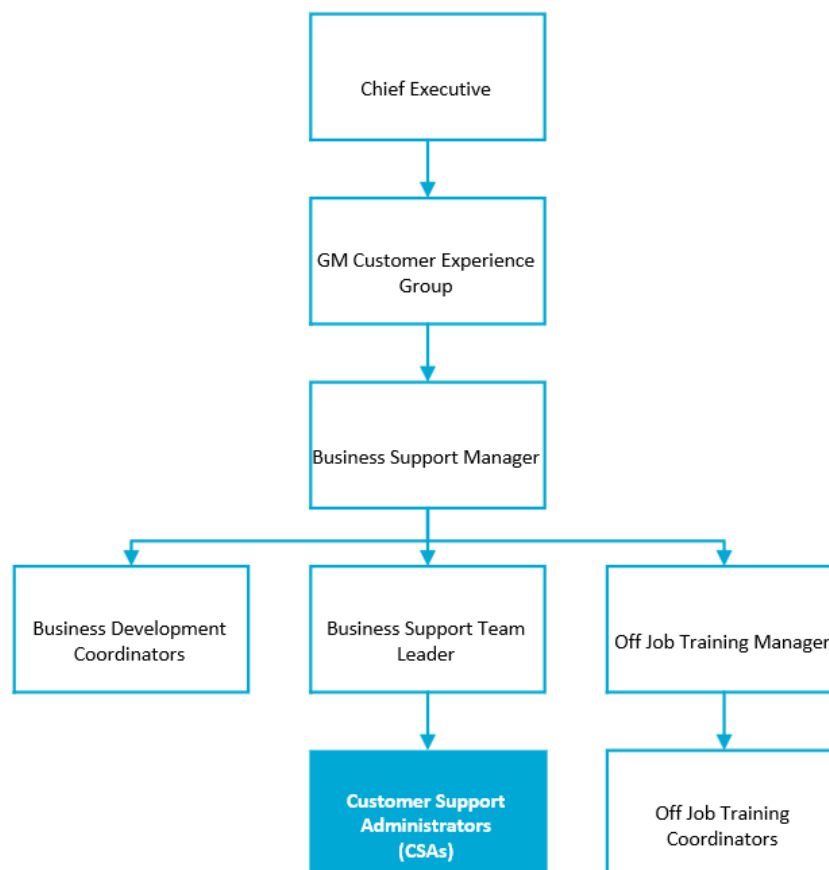
We recognise that the success of BCITO is linked to the performance, capability, and well-being of our people. We offer our people competitive remuneration, great career training and development opportunities, excellent employee-support benefits, and flexible working conditions.

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 myBCITO (Canvas learning management 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 employees 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 perform other reasonable duties and responsibilities at management's discretion.

Health & Safety

Perform all aspects of the position in a safe manner and contribute to a positive health and safety culture by supporting and adhering to organisational Health and Safety policies, procedures, and requirements.

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.