



POSITION TITLE:	Customer Care Team Consultant Full time, permanent
LOCATION:	Auckland
RESPONSIBLE TO:	National Business Development Manager
FUNCTIONAL RELATIONSHIPS:	Red Cross staff, Red Cross clients and Public

POSITION SUMMARY

Reporting directly to the National Business Development Manager, the Customer Care Team Consultant is responsible for supporting the Education and Training Leadership Team in a range of administration functions related to the delivery of first aid training and the sale of products by working closely with some of our key clients. In this role you will be identifying customers' needs, clarify information, and providing a solution to each enquiry.

You will be managing and responded to large amounts of inbound and outbound enquiries in a timely manner and provide any response in a timely manner to ensure the smooth and administration of all Education and Training functions.

KEY RESPONSIBILITIES

- > Support the Education & Training Leadership Team in the administration of Education and Training functions.
- > To take first aid course bookings entering accurate data into the CRM database system.
- > Process courses and sales of products for invoicing on a regular basis.
- > Answer all relevant first aid training and product enquiries.
- > Arrange for the despatch of product sales to clients, and manage sales income and receipting.
- > To assist with the promotion of first aid training and products.
- > Assist with the smooth operation of Education and Training within the Auckland office in general, including maintaining general office supplies.
- > Provide sales calls for First Aid training and products;

- Undertake sales calls for first aid training and products, creating quotes, orders, bookings and sales.
- Create opportunity for follow up and evaluate lead.
- Keep records of all conversations in our call centre database in a comprehensible way.
- Maintain positive working relationships with all Red Cross stakeholder's and clients.
- Manage large amounts of inbound and outbound calls in a timely manner.
- Recording all tasks and results in available CRM platform.
- Identifying customers' needs, clarify information, and provide a solution to each enquiry.
- Maintain positive working relationships with all first aid training stakeholder's clients and participants.
- Undertake general filing and office duties as required.
- To carry out such other tasks as may be requested by your manager.

COMPLIANCE

- > Ensure that all requested and individual training is completed promptly.
- > Ensure you and all staff comply with Red Cross operational guidelines and policies & procedures.
- > Ensure effective resolution of employee issues within your team of any grievances and complaints in line with New Zealand Red Cross policy and legislative obligations.
- > Ensure that all staff are inducted and informed of Health and Safety requirements in the workplace, and are adequately trained to carry out their worksafely.
- > Ensure the prompt and accurate reporting, recording and investigation of all workplace accidents if requested by the Education & Training Leadership Team.
- > Ensure that all hazards are promptly assessed and managed for theirsignificance.

Staff Management

Number of direct reports	Nil
Number of staff reporting to direct reports	Nil

Delegations

Financial Delegations	Nil
Employment Related Delegations	Nil

Note: The foregoing paragraphs are intended to describe the duties that the appointee will be expected to undertake in this position. It should not be regarded as a complete and exhaustive list and does not prevent the addition, alteration or deletion of duties from time to time in accordance with the needs of New Zealand Red Cross. Any changes will be mutually agreed.

PERSON SPECIFICATION:

Qualifications:

- Relevant experience in an administration role.

Experience/Competencies

- Experience with E-commerce and sales platforms such as Microsoft CRM, Mail Chimp and Shopify (or similar).
- Relevant experience in a telephone sales environment; or show willingness and capability to excel the environment.
- Ability to work independently with limited supervision.
- Ability to multi-task, set priorities and manage time effectively.
- Previous experience in a customer support role.
- Ability to communicate clearly and resolve customer needs.
- Track record of over-achieving quota.
- Strong phone and verbal communication skills along with active listening.
- Customer focus and adaptability to different personality types.
- A current motor vehicle driver's license is essential.

Personal Attributes

MODEL | **Value diversity** | Promotes respect for diversity and human dignity. Demonstrates sensitivity to diversity | Appreciates diversity and is open to the perspective of others | Values, builds and develops diverse teams.

THINK | **Investigate, analyse and make decisions** | Seeks information and analyses evidence and data to make decisions | Gathers information from key sources to fully understand the situation | Probes for further information to clarify vague or confusing issues | Differentiates key elements from the irrelevant or trivial | Makes prompt and clear decisions based on comprehensive research | Makes decisions without having to refer to others.

ACHIEVE | **Drive results** | Takes responsibility for achieving results and maintains effective work behaviours under pressure | Takes accountability for delivering high-quality results | Stands by own decisions and takes responsibility for them | Sees tasks and projects through to completion | Maintains consistent high levels of effort throughout the working day | Accepts and tackles demanding goals

LEAD | **Coach and develop.** | Provides coaching and development opportunities to build capacity | Makes objective assessments of team and individual strengths and development needs | Provides resources to support learning and development | Puts aside appropriate time to coach others | Encourages staff to pursue opportunities for development | Takes personal responsibility to develop and maintain up-to-date job knowledge.

COLLABORATE | **Engage and influence others** | Demonstrates appropriate engaging and influencing skills aligned with Red Cross objectives | Seeks out relationships that are mutually beneficial | Engages with a range of community and professional groups | Establishes and maintains good working relationship with internal and external stakeholders | Utilises a 'win-win' approach.

General Conditions

- Adhere to and promote the 7 fundamental principles of Red Cross:
 - > **Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality**
- Act at all times in accordance with the Code of Conduct
- Comply with the Health and Safety management system
- Be enthusiastic and have the commitment to work as a team member of Red Cross.
- Assist the organisation on occasion, in times of national, regional or local emergencies or major disasters

Travel

The appointee may be required to travel from time to time for training or other needs.

Driver's Licence

A current motor vehicle driver's licence is essential, along with a clean drivers licence

APPROVED:

Authorised signature:	
Name:	Niamh Lawless
Position:	Secretary General
Date:	