



NEW ZEALAND
RED CROSS
RIPEKA WHERE AOTEAROA

POSITION DESCRIPTION

Be part of our mission:

*To improve the lives of vulnerable people
by mobilising the power of humanity
and enhancing community resilience.*

To find out more about our kaupapa, and what we stand for, visit redcross.org.nz

Job Title: **Advisor Customer Support**
Group: **Engagement and Enterprise**
Location: **Auckland**
Reports to: **Team Leader Customer Support**
Position status: **Permanent, Full-time**
Version date: 29 August 2022

OUR PURPOSE

New Zealand Red Cross (NZRC) has always been about good people doing good things. We're part of the world's largest humanitarian network, helping vulnerable people and those affected by disaster and conflicts. We've been working in New Zealand for more than a century and today you'll find us lending a hand in communities throughout Aotearoa New Zealand – we're here for good.

DIVERSITY AND INCLUSION

We are committed to providing an environment where all people feel welcomed, valued and seen in their identities.

THE TREATY OF WAITANGI

New Zealand Red Cross is working towards understanding our obligations under the Te Tiriti o Waitangi principles. New Zealand Red Cross engagement with Te Tiriti o Waitangi is recognised as ethical best practice in relation to the application of the Red Cross Fundamental Principles and the desire of New Zealand Red Cross people to build meaningful relationships with Māori as tāngata whenua.

WHAT WE STAND FOR

The Red Cross Fundamental Principles guide all we do, whether we're helping people in New Zealand communities or providing urgent relief in an international disaster.

ABOUT THE GROUP

Engagement and Enterprise

The Engagement and Enterprise Group has four core functions. The Communications, Marketing and Engagement directorate supports and enables organisational communications (both internal and external) as well as raising public awareness. The Philanthropy directorate supports and enables organisational fundraising efforts across a portfolio of different fundraising products and activities. The First Aid directorate is responsible for the creation of revenue through the delivery of first aid training and the sale of first aid related products. The Retail directorate is responsible for the creation of revenue through the sale of donated products through about 50 Red Cross shops across the country.

POSITION PURPOSE

Reporting directly to the Team Leader Customer Support, the Advisor Customer Support is responsible for providing first aid administration and customer support to ensure the smooth and timely administration of all First Aid functions.

As this position may be located within a NZ Red Cross Service Centre, the position requires good liaison between the area functions and the training functions, supporting the wider Red Cross team to ensure customer service and service delivery goals are achieved.

KEY RESPONSIBILITIES

First Aid Support

- Support the First Aid team in the administration of all First Aid course booking functions.
- Answer all relevant first aid training and product enquiries
- Manage and take leadership of responsibilities for the CRM database booking system and associated systems including the uploading and management of public and exclusive course dates and schedules, bookings and process functions including but not limited to:
 - To take public and exclusive First Aid course bookings and enter accurate data into the CRM system.
 - In coordination with the Manager Training arrange and process First Aid course materials and resources promptly in keeping with the National standards.
 - Answer course participant enquiries and enter accurate data into the CRM system necessary for the processing of NZQA credits gained by course participants.
 - Answer telephone enquiries about First Aid Training and products; assist in facilitating sales of public and exclusive course bookings. If require process all courses and (sale of products) for invoicing on a regular basis.
 - If required, arrange for the dispatch of product sales to clients, and manage sales income, receipting.
 - Maintain positive working relationships with all first aid training stakeholders, clients and participants.
 - To carry out such other tasks as may be requested by the Team Leader Customer Engagement from time to time.
 - Manage First Aid email enquiries (rostered on time) from the First Aid email inbox
 - Ensure all course data processing is completed within 4 working days following the end of the course

- Support team members ensuring a One Team approach to all First Aid customer support activities
- 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.

Office Administration

- As requested, provide administrative support to the wider New Zealand Red Cross
- Where appropriate, actively participate in local team meetings and whole of organisation activities.

HEALTH SAFETY AND WELLBEING

- Proactively ensure your actions or omissions do not adversely affect the Health, Safety and Wellbeing (HSW) of yourself or others.
- Participate in HSW induction, training, programmes and activities.
- Follow all reasonable instructions to comply with HSW legislation and regulations.
- Follow NZRC HSW policies, standards and procedures.
- Do not undertake any activities you are not adequately trained for.
- Use designated personal protective equipment (PPE) for specific work activities.
- Report hazards/risks, incidents and near misses as soon as possible after the event.

RELATIONSHIPS

Internal

NZRC staff and volunteers

External

General public
Businesses

PEOPLE

Direct

Nil

Indirect

Nil

Volunteers

PERSON SPECIFICATION

Qualifications and/or experience

- Business administration or customer service qualification would be an advantage but not necessary
- Previous experience in a customer service or customer support, administration environment
- Proven experience in supporting cross functional service delivery teams, relationship management skills and working with a diverse group of stakeholders.

- Advanced experience and skills in general administration, with strong emphasis on outstanding customer service delivery ethos.

Skills and other attributes

- Sound written and verbal communication skills, coupled with well-developed interpersonal skills.
- Proven skills in problem solving and sound decisions making;
- Advanced Skills and experience using MS suite, Data Entry and familiarity with Data Base applications.
- Flexible and open to changing priorities and managing multiple tasks simultaneously;
- Ability to work independently with limited (on-site) supervision, ability to work remotely from manager.
- 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.
- Strong phone and verbal communication skills along with active listening.
- Strong written communication skills
- Customer focus and adaptability to different personality types.
- Enthusiasm for, and the commitment to, the work of New Zealand Red Cross.

TRAVEL

The appointee may be required to undertake travel for this role.

DRIVER LICENCE

A current full car driver licence is required for this role.

DELEGATIONS

Financial: Tier Nil

Employment: Tier Nil

NOTE

This job description is not intended as an exhaustive list of duties and responsibilities. The job is expected to evolve and change, and New Zealand Red Cross may amend this job description after consultation with the job holder.