



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: **Customer Services Representative**

Group: **Engagement and Enterprise**

Location: **Wellington**

Reports to: **Team Leader Contact Centre**

Position status: **Permanent, Full - Time**

Version date: 17 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

This role is the first point of contact for incoming calls for a range of New Zealand Red Cross Services, including first aid course bookings and queries, general enquiries and managing complaints. You will be a member of the primary contact team for customers interested in the products New Zealand Red Cross offer and will be responsible for attending to those queries and/or redirecting them to the correct party to assist.

KEY RESPONSIBILITIES

- Answer inbound calls associated with a wide range of New Zealand Red Cross Services, aiming for first point of contact resolution or redirecting to the appropriate party
- Efficiently identify and escalate issues that cannot be resolved immediately to the appropriate person or team
- Process first aid course bookings and other products/services using our CRM system
- Process donations as required
- Research required information using available resources
- Research, identify, and resolve caller complaints using applicable software
- Create and maintain accurate call logs and reports of all call information according to standard operating procedures
- Follow up customer enquiries where necessary

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

Potential volunteers (groups and individuals)
Public

STAFF

Direct

Nil

Indirect

Nil

PERSON SPECIFICATION

Knowledge

- Basic geographical knowledge of New Zealand

Qualifications and/or experience

- NZQA level 5 or above preferred – although not essential

Skills and other attributes

- Experience in the use of Microsoft Office Suite
- Some experience in a call centre environment or similar would be beneficial
- Data entry and typing skills
- Superior listening, verbal, and written communication skills
- Outstanding customer service at all points of contact
- Ability to multi-task, set priorities and manage time effectively
- Empathy with humanitarian causes
- Be enthusiastic and have the commitment to work as a team member of Red Cross
- A commitment to the Fundamental Principle of the International Red Cross Movement is imperative.

DELEGATIONS

Financial: Nil

Employment: 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.