

## Position Description

<b>Job Title:</b>	<b>Customer Service Representative</b>
<b>Location:</b>	
<b>Reporting To:</b>	<b>Branch Manager</b>
<b>Date:</b>	

### Organisation Chart

<b>Customer Service Representatives (CSR)</b>	Automotive Technician
Assistant Manager	
Branch Manager	

### Purpose

The role of the Customer Service Representative is to :

- provide customers with professional, friendly and efficient administrative processing of VTNZ products and services
- promote and sell additional products and services to assist in increasing the branches sales

### Key Results Area

Result Area	Activities	KPI's
<b>Customer Service/Sales</b>	<ul style="list-style-type: none"> <li>▪ Provide a courteous and helpful service by following the Customer CARE quick wins for greeting and fare welling customers.</li> <li>▪ Follows the minimum standard of the VTNZ Customer CARE Code</li> <li>▪ Promote and sell additional products and services</li> </ul>	Positive customer feedback, survey and mystery shop results No breaches of Customer CARE Code Sales target met or exceeded Observation by Supervisors and or Branch managers that this is occurring
<b>Operational Excellence</b> Warrants of Fitness (WoF) and Certificates of Fitness (CoF) issuance	<ul style="list-style-type: none"> <li>▪ Issue Warrants of Fitness (WoF) and Certificates of Fitness (CoF) labels as required by the New Zealand Transport Agency (NZTA)</li> <li>▪ Issue NZTA products as per NZTA policy manuals and procedures</li> <li>▪ Assist VIs with data entry into relevant systems when required</li> </ul>	Accurate and timely NZTA and VTNZ audit requirements met Demonstrates adherence of front counter processes as outlined in the Administration Manual
<b>Operational Excellence</b> Driver License Issuance (where required)	<ul style="list-style-type: none"> <li>▪ Manage the application and issuing of drivers licenses</li> </ul>	Accurate and timely NZTA and VTNZ audit requirements met Demonstrates adherence of front counter processes as outlined in the Administration Manual
<b>Operational Excellence</b> General Finance	<ul style="list-style-type: none"> <li>▪ Receive and maintain payments for all NZTA and VTNZ products and services</li> <li>▪ Administer daily cash-up and banking procedures as required including daily and weekly reconciliations</li> <li>▪ Generate invoices as and when required from</li> </ul>	Accurate processing of all financial transactions Daily cash-up balances VTNZ finance audit standards met

	the POS system	
<b>Document Management</b>	<ul style="list-style-type: none"> <li>▪ Ensure all documentation and filing systems are up to date and operating effectively</li> <li>▪ Maintain stocks of VTNZ forms, NZTA forms and Fact Sheets and general stationary stock</li> <li>▪ Distribute incoming mail and prepare outgoing mail</li> </ul>	Files up to date at all times Prompt distribution and despatch
<b>General Operational Support</b>	<ul style="list-style-type: none"> <li>▪ Provide relief for other CSRs when required</li> <li>▪ Maintain a high level of housekeeping in work and reception areas</li> </ul>	Positive response to requests
<b>Policy and Processes</b>	<ul style="list-style-type: none"> <li>▪ Maintain and follow best practice processes and procedures</li> <li>▪ Adhere to the Code of Ethics</li> <li>▪ Adhere to all relevant security policy &amp; practices</li> <li>▪ Report all hazards or unsafe situations</li> <li>▪ Report all accidents/incidents including near misses</li> <li>▪ Work safely and use all protective clothing and equipment as required</li> </ul>	Service levels adhered NZTA and VTNZ audit requirements met No non compliance No ethical breaches No security breaches Hazards reported same day Accident/Incident and near misses reported same day No injury caused to self or others
<b>Other duties</b>	<ul style="list-style-type: none"> <li>▪ Carry out other duties as and when required.</li> </ul>	Timely, positive and accurate response.

### **Experience and Qualifications**

- Preferably 2 years previous experience in a customer service role
- Previous experience in general financial processing, banking and cash handling
- Previous data entry skills
- Knowledge of office administration systems
- An understanding or previous experience of working in a motor vehicle service environment an advantage

## C o m p e t e n c i e s

### Customer Service/Sales

Practise	Behaviours that demonstrate
Empathises with customers problem	<ul style="list-style-type: none"> <li>▪ Allows customer to time explain problem</li> <li>▪ Actively listens</li> <li>▪ Remains calm and polite when customer complaining</li> </ul>
Takes ownership of customer problems	<ul style="list-style-type: none"> <li>▪ Takes all appropriate action to ensure problem resolved</li> <li>▪ Follows up to ensure problem resolved</li> <li>▪ Escalates as appropriate</li> </ul>
Keeps customer informed	<ul style="list-style-type: none"> <li>▪ Updates customer on progress regularly</li> <li>▪ Advises customer of status before leaving site</li> <li>▪ Informs customer of steps to be taken and advises them if plan changes</li> </ul>
Able to effectively communicate with all ranges of customers	<ul style="list-style-type: none"> <li>▪ Develops an easy rapport with a wide range of people</li> </ul>
Exhibits 'Can do Will do' attitude	<ul style="list-style-type: none"> <li>▪ Will go the extra mile to meet the customers' needs</li> <li>▪ Is flexible and will stay back or change break times to meet customer demands</li> <li>▪ Action Oriented</li> </ul>

### Team Work

Practise	Behaviours that demonstrate
Exhibits a flexible attitude	<ul style="list-style-type: none"> <li>▪ Proactively identifies opportunities to assist other team members</li> <li>▪ Willingly assists when requested</li> <li>▪ Positively contributes to areas outside their own area of direct responsibility</li> </ul>
Contributes positively to the team	<ul style="list-style-type: none"> <li>▪ Actively contributes in team meetings, with proactive suggestions</li> <li>▪ Willingly shares technical knowledge with other team members</li> </ul>

### Communication

Practise	Behaviours that demonstrate
Expresses self clearly	<ul style="list-style-type: none"> <li>▪ Logical presentation of ideas</li> <li>▪ Explains technical issues to a non technical person in a clear, understandable way</li> <li>▪ Checks that the listener has understood non patronizing approach</li> </ul>
Communicates proactively	<ul style="list-style-type: none"> <li>▪ Keeps the appropriate people informed so are able to assist if further information or help is required</li> <li>▪ Communication is constructive and positive</li> </ul>
Provides appropriate and relevant information	<ul style="list-style-type: none"> <li>▪ Has all the facts</li> <li>▪ Provides only the information that is required</li> </ul>
Written communication	<ul style="list-style-type: none"> <li>▪ Communicates effectively in writing</li> </ul>
Attention to detail	<ul style="list-style-type: none"> <li>▪ Checks work to ensure it is accurate</li> <li>▪ Maintains accuracy and quality even under pressure</li> </ul>

<b>Professionalism</b>	
<b>Practise</b>	<b>Behaviours that demonstrate</b>
Professional personal presentation	<ul style="list-style-type: none"> <li>▪ Maintain a high standard of personal hygiene</li> <li>▪ Uniform clean and tidy</li> </ul>
Acts Ethically	<ul style="list-style-type: none"> <li>▪ Adheres to VTNZ Code of Ethics and policies and processes</li> </ul>
Corporate codes, policies and procedures	<ul style="list-style-type: none"> <li>▪ Complies with and promotes the company's codes, policies and procedures</li> </ul>
<b>Planning/ Organising</b>	
<b>Practise</b>	<b>Behaviours that demonstrate</b>
Effectively plans and manages time	<ul style="list-style-type: none"> <li>▪ Manages peak work loads effectively (e.g. re schedules and re prioritises)</li> <li>▪ Adheres to scheduling, attends meetings on time, completes paper work daily</li> <li>▪ Advises the appropriate people if not able to keep a commitment</li> </ul>
Time conscious	<ul style="list-style-type: none"> <li>▪ Resolves problems within an acceptable time frame</li> <li>▪ Stays focused</li> </ul>
Is punctual	<ul style="list-style-type: none"> <li>▪ Starts on time</li> <li>▪ Returns from breaks at agreed time</li> </ul>
Multi tasks	<ul style="list-style-type: none"> <li>▪ Can manage several tasks at one time</li> <li>▪ Makes best use of time available</li> </ul>

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Team Member

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Manager