

Position Description			
Job Title:	Customer Service Representative		
Location:			
Reporting To:	Branch Manager		
Date:			
Organisation Chart			
Customer Service Representative (CSR)	Driver Testing Officer (DTO)	Automotive Technician	Assistant Technician
Assistant Manager			
Branch Manager			
Area Manager			
Purpose			
<p>The role of the Customer Service Representative is to:</p> <ul style="list-style-type: none"> • 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	
Customer Service/Sales	<ul style="list-style-type: none"> ▪ Provide a courteous and helpful service by following the Customer CARE quick wins for greeting and fare welling customers. ▪ Follows the minimum standard of the VTNZ Customer CARE Code ▪ Promote and sell additional products and services 	<ul style="list-style-type: none"> ▪ 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 	
Operational Excellence Warrants of Fitness (WoF) and Certificates of Fitness (CoF) issuance	<ul style="list-style-type: none"> ▪ Issue Warrants of Fitness (WoF) and Certificates of Fitness (CoF) labels as required by the New Zealand Transport Agency (NZTA) ▪ Issue NZTA products as per NZTA policy manuals and procedures ▪ Assist VIs with data entry into relevant systems when required 	<ul style="list-style-type: none"> ▪ Accurate and timely ▪ NZTA and VTNZ audit requirements met ▪ Demonstrates adherence of front counter processes as outlined in the Administration Manual 	
Operational Excellence	<ul style="list-style-type: none"> ▪ Manage the application and issuing of driver licenses 	<ul style="list-style-type: none"> ▪ Accurate and timely ▪ NZTA and VTNZ audit requirements met 	

Driver License Issuance (where required)		<ul style="list-style-type: none"> ▪ Demonstrates adherence of front counter processes as outlined in the Administration Manual
Operational Excellence General Finance	<ul style="list-style-type: none"> ▪ Receive and maintain payments for all NZTA and VTNZ products and services ▪ Administer daily cash-up and banking procedures as required including daily and weekly reconciliations ▪ Generate invoices as and when required from the POS system 	<ul style="list-style-type: none"> ▪ Accurate processing of all financial transactions ▪ Daily cash-up balances ▪ VTNZ finance audit standards met
Document Management	<ul style="list-style-type: none"> ▪ Ensure all documentation and filing systems are up to date and operating effectively ▪ Maintain stocks of VTNZ forms, NZTA forms and Fact Sheets and general stationary stock ▪ Distribute incoming mail and prepare outgoing mail 	<ul style="list-style-type: none"> ▪ Files up to date at all times ▪ Prompt distribution and dispatch
General Operational Support	<ul style="list-style-type: none"> ▪ Provide relief for other CSRs when required ▪ Maintain a high level of housekeeping in work and reception areas 	<ul style="list-style-type: none"> ▪ Positive response to requests
Policy and Processes	<ul style="list-style-type: none"> ▪ Maintain and follow best practice processes and procedures ▪ Adhere to the Code of Ethics ▪ Adhere to all relevant security policy & practices ▪ Report all hazards or unsafe situations ▪ Report all accidents/incidents including near misses ▪ Work safely and use all protective clothing and equipment as required 	<ul style="list-style-type: none"> ▪ Service levels adhered ▪ NZTA and VTNZ audit requirements met ▪ No noncompliance ▪ 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
Other duties	<ul style="list-style-type: none"> ▪ Carry out other duties as and when required. 	<ul style="list-style-type: none"> ▪ 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

Competencies	
Customer Service/Sales	
Practise	Behaviours that demonstrate
Empathises with customers' problem	<ul style="list-style-type: none"> ▪ Allows customer to time explain problem ▪ Actively listens ▪ Remains calm and polite when customer complaining
Takes ownership of customer problems	<ul style="list-style-type: none"> ▪ Takes all appropriate action to ensure problem resolved ▪ Follows up to ensure problem resolved ▪ Escalates as appropriate
Keeps customer informed	<ul style="list-style-type: none"> ▪ Updates customer on progress regularly ▪ Advises customer of status before leaving site ▪ Informs customer of steps to be taken and advises them if plan changes
Able to effectively communicate with all ranges of customers	<ul style="list-style-type: none"> ▪ Develops an easy rapport with a wide range of people
Exhibits 'Can do Will do' attitude	<ul style="list-style-type: none"> ▪ Will go the extra mile to meet the customers' needs ▪ Is flexible and will stay back or change break times to meet customer demands ▪ Action Oriented
Teamwork	
Practise	Behaviours that demonstrate
Exhibits a flexible attitude	<ul style="list-style-type: none"> ▪ Proactively identifies opportunities to assist other team members ▪ Willingly assists when requested ▪ Positively contributes to areas outside their own area of direct responsibility
Contributes positively to the team	<ul style="list-style-type: none"> ▪ Actively contributes in team meetings, with proactive suggestions ▪ Willingly shares technical knowledge with other team members
Communication	
Expresses self clearly	<ul style="list-style-type: none"> ▪ Logical presentation of ideas ▪ Explains technical issues to a non-technical person in a clear, understandable way ▪ Checks that the listener has understood non patronizing approach
Communicates proactively	<ul style="list-style-type: none"> ▪ Keeps the appropriate people informed so are able to assist if further information or help is required ▪ Communication is constructive and positive

Provides appropriate and relevant information	<ul style="list-style-type: none"> ▪ Has all the facts ▪ Provides only the information that is required
Written communication	<ul style="list-style-type: none"> ▪ Communicates effectively in writing
Attention to detail	<ul style="list-style-type: none"> ▪ Checks work to ensure it is accurate ▪ Maintains accuracy and quality even under pressure
Professionalism	
Practise	Behaviours that demonstrate
Professional personal presentation	<ul style="list-style-type: none"> ▪ Maintain a high standard of personal hygiene ▪ Uniform clean and tidy
Acts Ethically	<ul style="list-style-type: none"> ▪ Adheres to VTNZ Code of Ethics and policies and processes
Corporate codes, policies and procedures	<ul style="list-style-type: none"> ▪ Complies with and promotes the company's codes, policies and procedures
Planning/ Organising	
Practise	Behaviours that demonstrate
Effectively plans and manages time	<ul style="list-style-type: none"> ▪ Manages peak workloads effectively (e.g. re schedules and re prioritises) ▪ Adheres to scheduling, attends meetings on time, completes paperwork daily ▪ Advises the appropriate people if not able to keep a commitment
Time conscious	<ul style="list-style-type: none"> ▪ Resolves problems within an acceptable time frame ▪ Stays focused
Is punctual	<ul style="list-style-type: none"> ▪ Starts on time ▪ Returns from breaks at agreed time
Multi tasks	<ul style="list-style-type: none"> ▪ Can manage several tasks at one time ▪ Makes best use of time available

_____/____/____
Customer Service Representative

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Branch Manager -