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| Contact Centre Officer Client Service Support |  |
| Our purpose **Manaaki tangata, Manaaki whānau**  We help New Zealanders to be safe, strong and independent | |
| Our commitment to Māori As a **Te Tiriti o Waitangi** partner we are committed to supporting and enabling Māori,  whānau, hapū, Iwi and communities to realise their own potential and aspirations. | |
| The outcomes we want to achieve  |  |  |  | | --- | --- | --- | | New Zealanders get the support they require | New Zealanders are resilient and live in inclusive and supportive communities | New Zealanders participate positively in society and reach their potential | | |
| We carry out a broad range of responsibilities and functions including  |  |  | | --- | --- | | * Employment, income support and superannuation * Community partnerships, programmes  and campaigns * Advocacy for seniors, disabled people  and youth | * Public housing assistance and emergency housing * Resolving claims of abuse and neglect in  state care * Student allowances and loans | | |
| ****Our strategic direction****  |  |  |  | | --- | --- | --- | | **Mana manaaki** A positive experience every time | **Kotahitanga** Partnering for greater impact | **Kia takatū tātou** Supporting long-term social and economic development | | |
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| ****He Whakataukī\*****  |  |  | | --- | --- | | Unuhia te rito o te harakeke Kei hea te kōmako e kō? Whakatairangitia, rere ki uta, rere ki tai; Ui mai ki ahau, He aha te mea nui o te ao? Māku e kī atu, He tangata, he tangata, he tangata\* | If you remove the central shoot of the flaxbush Where will the bellbird find rest? Will it fly inland, fly out to sea, or fly aimlessly; If you were to ask me, What is the most important thing in the world? I will tell you, It is people, it is people, it is people | | ***\**** *We would like to acknowledge Te Rūnanga Nui o Te Aupōuri Trust for their permission to use this whakataukī* | | | |

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| Position detail |
| **Overview of position**  The Contact Centre Officer position will provide support to clients by managing and responding to a wide range of client enquiries and delivering a high quality and consistent client experience. Alongside generic enquiries the Contact Centre Officer will also be responsible for completing in depth client assessments when required, including completing social housing screening and assessments.  The Contact Centre Officer will engage with clients to deliver quality services by listening to understand each client’s situation, then providing appropriate information, advice and options. They work closely with clients to resolve a range of issues and enquiries and will maintain the integrity of client information. Client engagement will be both reactive, and proactive through outbound calling campaigns.  **Location**  Contact Centre  **Reports to**  Service Manager Contact Centre Services |
| Key responsibilities **Knowledge**   * Maintains up to date knowledge of MSD’s products and services, local labour markets, contracted providers and wider social services to ensure they can provide all the assistance available for clients   **Interaction and communication with clients**   * Culturally aware, and uses an open, courteous and empathetic manner in all interactions to build trust and rapport with clients and ensure they are listened to and understood. * Shows Manāakitanga: welcomes and makes clients feel at ease to facilitate open engagement and demonstrate Service Delivery’s desired client culture   **Assessing needs**   * Listens empathetically and gathers information from clients using open ended questions and active listening skills to understand their unique needs and assess which products and/or services would be the most appropriate   **Provide financial assistance**   * Provides accurate advice and assistance to resolve the client's immediate needs * Provide all the help available within MSD operational policy to ensure clients receive appropriate financial assistance for their needs * Makes good decisions, taking into account each client’s situation and the potential impacts of decisions made, to ensure the client/client and their family are supported   **Referral to specialist services**   * Connects clients to internal and external providers of specialist services using MSD's formal referral process to help clients with specific needs achieve their potential outcomes   **Promoting self-service**   * Encourages the use of self-services for clients to improve their ability to access our services   **Influencing**   * Works with clients to influence them to take up employment, training or other opportunities where appropriate, in order to help each client to maximise their potential   **Maintain up-to-date records and client privacy**   * Maintain complete, concise and up-to-date client record information to inform effective decision making that supports the client and ensures a consistent client experience across MSD's delivery channels. * Ensures that client information is stored securely and only disclosed to those with appropriate authority, to protect client privacy at all times |
| Embedding Te Ao Māori |
| * Embedding Te Ao Māori (te reo Māori, tikanga, kawa, Te Tiriti o Waitangi) into the status quo of MSD. * Building more experience, knowledge, skills and capabilities to confidently engage with whānau, hapū and iwi. |
| Health, Safety and Security |
| * Understand and implement your Health, Safety and Security (HSS) accountabilities as outlined in the HSS Accountability Framework * Ensure you understand, follow and implement all Health, Safety and Security and wellbeing policies and procedures |
| Emergency Management and Business Continuity |
| * Remain familiar with the relevant provisions of the Emergency Management and Business Continuity Plans that impact your business group/team. * Participate in periodic training, reviews and tests of the established Business Continuity Plans and operating procedures. |
| Know-how |
| * A high level of technical and professional skills/knowledge in social services-related areas. * Develop and maintain knowledge by keeping abreast of current developments and trends. * Experience in providing high quality customer service and assessments * Experience at a high level in data entry and computing skills * Analytical skills and ability to extract relevant information * Detailed knowledge, understanding and experience in:   + identifying, processing and maintaining entitlements and benefits.   + providing information on a comprehensive range of MSD’s products and services.   + housing market, opportunities, demands and issues.   + resources and services available from government agencies, providers and the community. * Sound knowledge of relevant legislation/regulations/policies and how they apply * A good level of computer literacy and keyboard skills * A good level of numeracy and literacy skills * Able to analyse information and solve problems * Proficient in using IT and Business applications * Strong self-management skills |
| Attributes  * A high standard of personal presentation * Ability to adapt to a busy and changing environment * Effective interpersonal and team skills * Excellence in customer service and people relationship skills * Excellent verbal communication style and active listening skills * Ability to adapt communication style to a range of situations * Able to demonstrate an ability to provide good customer service * Takes accountability for quality and accuracy |
| Key Relationships |
| **Internal**   * Service managers * Support staff * Other MSD staff   **External**   * Members of the public/clients * Government agencies * NGOs * Other relevant housing stakeholders e.g. real estate agents, councils etc. |
| Other |
| **Delegations** |
| * Financial – No * Human Resources - No   **Direct reports** - No  **Security clearance** -No  **Children’s worker** -No |
| Limited adhoc travel may be required  May require after hours work |