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| Customer Service RepresentativeClient Service Support  |  |
| Our purpose **Manaaki tangata, Manaaki whānau**We help New Zealanders to be safe, strong and independent |
| Our commitment to MāoriAs a **Te Tiriti o Waitangi** partner to 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

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| 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 |

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| We carry out a broad range of responsibilities and functions including

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| * 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
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| ****Our strategic direction****

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| **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\*****

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| Unuhia te rito o te harakekeKei 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 flaxbushWhere 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 Customer Service Representative provides an accessible, comprehensive service for Ministry of Social Development enquiries, delivering a high standard of service excellence and quality interactions. Customer Service Representatives assist clients by* responding to requests for information
* listening and providing all the financial and other support needed by the client
* processing, updating and managing client information
* making outbound contact where required on specific topics or campaigns
* providing support to assist with wider MSD services as required

A Customer Service Representative establishes each client’s needs in a timely and efficient manner and is required to have a wide range of knowledge about Ministry of Social Development products.**Location**Contact Centres**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

**Proactive Transitional Support*** Proactively provide clients who have recently stopped receiving financial assistance from MSD with continued advice and access to MSD’s resources to support sustained independence

**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 client information is stored securely and only disclosed to those with appropriate authority, to protect client privacy at all times.
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| Embedding Te Ao Māori  |
| **Employee** |
| * 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.
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| Health, Safety and Security |
| **Employee*** 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
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| Emergency Management and Business Continuity |
| **Employee*** 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.
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| Know-how |
| * Sound knowledge of relevant legislation/regulations/policies and how it applies
* Takes accountability for quality and accuracy
* 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
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| Attributes* Strong self-management skills
* A high standard of personal presentation
* Ability to adapt to a busy and changing environment
* Able to demonstrate an ability to provide good customer service
* Excellence in customer service and people relationship skills
* Excellent verbal communication style and active listening skills
* Effective interpersonal and team skills
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| Key Relationships  |
| **Internal*** Staff and managers in Contact Centre Services and other Service Delivery offices
* Staff and managers from other MSD units

**External** * Clients and customers of MSD
* Other agencies
* Employers and other providers
* The general public
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| Other  |
| **Delegations** |
| * Financial – No
* Human Resources - No
* People - No

**Security clearance** - No**Children’s worker** - No |
| Limited adhoc travel may be requiredMay require after hours work |