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| Customer Service Representative 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 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  |  |  |  | | --- | --- | --- | | 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 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. |
| 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. |
| 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 |
| 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. |
| 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 |
| 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 |
| 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 |
| Other |
| **Delegations** |
| * Financial – No * Human Resources - No * People - No   **Security clearance** - No  **Children’s worker** - No |
| Limited adhoc travel may be required  May require after hours work |