


POSITION DESCRIPTION

TITLE OF POSITION: Customer Services Officer	
REPORTS TO: Site Services Manager	DATE: 1 November 2017

PURPOSE OF POSITION:

1. **Accountable for providing and maintaining a 'front of house' that reflects a warm welcoming image of a professional organisation.**
2. **Provide quality customer service to all external/internal visitors and customers to the site.**
3. **Preparation and accurate data entry of documentation for over the counter transactions, inspection outcomes, VIN/Certification receipting, job card raising and dispatch.**
4. **Cashiering and reconciling daily banking.**
5. **Carry out any other duties as and when required.**

KEY RESULT AREAS

1. Customer Service Delivery
2. Cashiering and Administration
3. Working in a Healthy and Safe Way
4. Risk Management
5. Customer Service Relationships
6. Personal Development

ACCOUNTABILITIES

1. Customer Service Delivery

Provide professional services to all customers, (both internal and external) meeting or exceeding the service delivery standards set by VINZ and/or expected by each customer.

Key Outcomes

- A quality level of customer service is provided at all times
- A positive, friendly and professional attitude is demonstrated at all times in an ethical manner referring any complaints onto the Site Services Manager.
- Provide and maintain a clean and tidy '*front of house*' reception customer services area at all times reflecting a professional image.
- Ensure that any beverage machines provided for public use is fully stocked and operating efficiently and effectively.
- Inquiries and telephone calls are responded to promptly.
- A team approach is adopted to aid co-operation with customers and work colleagues.
- Arrangements are made for service delivery in your absence.
- Any customer transaction histories are updated.
- Ensure quality system (if applicable) is fully documented.
- Carry out any special projects or any other duties as and when required by the Site Services Manager.

Performance Indicators

- Customer feedback
- Promptness and manner of telephone service
- Efficiency and accuracy of inquiries answered either verbally or in writing
- Audits of correspondence.

2. Cashiering and Administration

Enter transport data into the Landata system and enter finance data into the Greentree system correctly, taking responsibility for the accurate receipting and accounting of all monies received.

Key Outcomes

- Prepare client documentation for VIN/Certification receipt, safety inspection, job card raising and dispatch.
- Data entry to the Landata system for VIN, Certification and inspection outcomes.
- Process point of sale data entry.
- Reconciliation of daily banking ensuring that all money receipted is accounted for.
- Archive all relevant documentation on a day to day basis and update NZTA end of day reports as required.
- Assist site management in credit control covering credit account application and debt collection.

Performance Indicators

- Customer feedback
- Promptness and manner of telephone service
- Efficiency and accuracy of inquiries answered either verbally or in writing
- Audits of correspondence.
- Banking variance
- Bad debts and overdue accounts
- NZTA EOD audits

3. Working in a Healthy and Safe Way

Ensure good health is maintained through safe work practices.

Key Outcomes

- Awareness of ones physical capabilities.
- Be responsible for your own health and safety at work ensuring compliance with all requirements of the Health and Safety at Work Act 2015 and with VINZ occupational safety and health policies and guidelines as modified from time to time.
- Early sign of any health-related symptoms report to the Site Services Manager as appropriate.

Performance Indicators

- Maintain a general level of fitness to reflect nature of the work.
- Use ergonomic equipment as provided.

4. Risk and Quality Management

Systematically applies risk and quality management policies, procedures and practices to the identification, analysis, evaluation, treatment and monitoring of those risks that could prevent VINZ from achieving its strategic or operational objectives or plans or from complying with any legal obligations.

Key Outcomes

- Projects, policies and procedures include clear reference to applicable risks.
- Identified risks and their assessment, control, treatment is recorded.
- Management of risks reported to the Site Services Manager.
- Risk and quality management regularly discussed at staff meetings
- All legal obligations are complied with.

Performance indicators

- Risks identified managed and recorded.
- Compliant.

5. Personal Development

Proactively involve yourself in self-improvement programmes.

Key Outcomes

- On-going education, knowledge and skills are acquired and updated.
- New skills are demonstrated and new responsibilities accepted.
- Personal development is reviewed annually in consultation with the Site Services Manager.
- Responsibility is taken for your own health and safety at work
- Commitment to continuous improvement methods and to increasing customer service is demonstrated.

Performance Indicators

- New skills/knowledge demonstrated by use.
- New projects completed.
- Time spent in training and development.

DISCRETIONARY DECISION MAKING

As Customer Services Officer of VINZ, the role requires a person who is qualified and skilled in the areas of responsibility including cashiering, customer engagement, determining and agreeing customer segment needs and values, articulating these to the customer to ensure that service delivery is designed to meet those requirements. Provide the Site Services Manager with information and advice on any issues in line with company best practices, VINZ policy, goals and objectives and legislative/contractual requirements. Be responsible for day to day activities within the areas of responsibility and making decisions that impact on the overall image of VINZ.

Responsible for the decisions made and advice given as the results may impact on VINZ significantly in terms of costs and overall image. Following detailed information supplied by the Customer Services Officer any recommendations made to the Site Services Manager is where the final decision is made. The impact of that decision rests entirely with the Site Services Manager.

AUTHORITIES

Amount of discretionary spending within budget on any single contractual item without reference to Site Services Manager	\$Nil
Able to recruit without reference to Site Services Manager	N/A
Able to approve overtime or time in lieu	N/A
Able to discipline direct reports within established procedures	N/A
Able to dismiss staff without reference to Site Services Manager	N/A

RELATIONSHIPS

EXTERNAL TO ORGANISATION

Customers/clients
NZTA
Couriers

INTERNAL TO ORGANISATION

CEO
National Manager - Delivery
National Manager - Commercial
Human Resources Manager
Human Resources Advisor
Other Area Site Service Managers
Vehicle Inspectors
General Staff
HO Finance / Accounts

COMMITTEES/GROUPS

VINZ Board members

LEADS

DIRECTLY

Title:

Nil

INDIRECTLY

Title:

Nil

IDEAL PERSON SPECIFICATION

	ESSENTIAL	PREFERRED
EDUCATION	National Certificate Level 3, NZCA 3	
EXPERIENCE	3+ years administration and cashiering experience in a small to medium sized organisation.	Work experience within the Automotive industry or similar.
SPECIAL SKILLS	<p>Cultural – a demonstrated commitment to the understanding of other social, religious and values of different cultural and ethnic groups in NZ. Overcoming language barriers</p> <p>Analysis – secures relevant information, identifies key issues/relationships and compares data from different sources. Spreadsheet (Excel) capabilities Exposure to mainframe/network computer systems</p> <p>Communication – expresses ideas effectively using language and terminology to suit the audience Proven report writing skills.</p> <p>Customer Service – proactive in developing customer relationships. Understands customer requirements.</p> <p>Initiative – makes active attempts to influence events to achieve goals, self-starting, take action and be proactive.</p> <p>Negotiation – explores alternatives, reaches outcomes that gain all parties acceptance.</p> <p>Work management – establishes course of action for self, plans assignments and allocates appropriate resources.</p> <p>Teamwork – works effectively with others, respects needs and contributions of others, contributes to and accepts consensus.</p>	

JOB DESCRIPTION PREPARED BY:
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JOB DESCRIPTION AUTHORISED BY:
Gordon Shaw, Chief Executive Officer

HUMAN RESOURCES AUDIT BY:
David Law, Human Resources Manager

JOB HOLDER:
Signature

DATE: November 2017