

Customer Service Representative (CSR)

Position: Full time, permanent
Contract/Grade: Grade 4 – Appointment range \$38,328 to \$45,091

INTRODUCTION

CPIT is one of New Zealand’s largest tertiary education institutions. With two modern campuses, 1500 staff and a reputation for providing quality applied training and education that spans more than one hundred years, CPIT provides its students with the best vocational training available from foundation programmes through to degree and graduate qualifications.

CPIT’s city campus is based in the heart of Christchurch – a beautiful, cosmopolitan city located in the South Island, with a population of around 400,000 people. As part of Christchurch’s bustling fashion and cultural hub, CPIT’s Madras Street campus is close to numerous cafés, shops and entertainment options making for a vibrant learning environment. Nearby, CPIT’s Sullivan Avenue campus, known as the Trades Innovation Institute, provides purpose-built facilities for training in more than 14 trade areas.

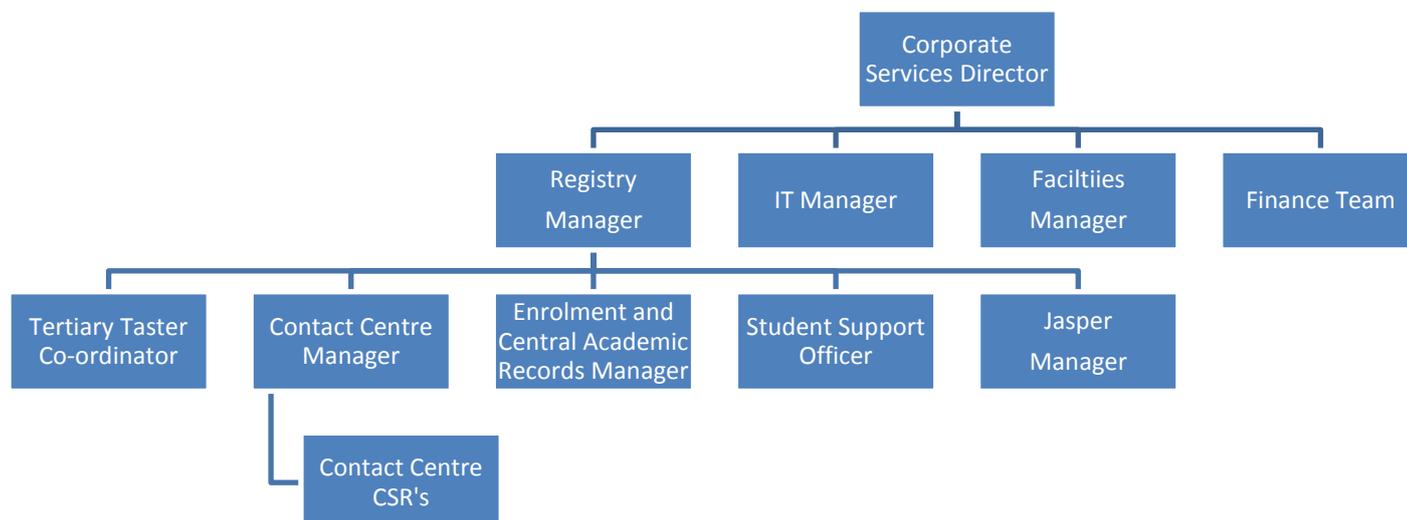
CPIT is proud of its strong reputation amongst New Zealand educational institutes and so much of its success is due to the quality and expertise of its staff. CPIT’s management team is committed to encouraging staff grow within their roles, and participate in ongoing training and development relevant to their needs. A challenging education environment demanding responsiveness to the diverse needs of students, employers and our region makes CPIT a dynamic and engaging place in which to work.

FACULTY AND SCHOOL INTRO

Registry forms a department within the Corporate Services division, working in partnership with faculties and divisions to support CPIT’s educational objectives and student success. As the front line interface at CPIT the group is made up of more specialised units providing an information and enrolment service to our customers: students, potential students and visitors.

The Contact Centre is responsible for providing high levels of customer service to current and potential students either via phone or email. High customer service standards ensure that quality, timely and appropriate course advice is provided and that customers are provided with all the information they need to make the decision to study at CPIT. This involves not only imparting information but also promoting the value of studying at CPIT within all interactions. The team works closely with different areas from across the organisation, including the faculties, marketing department, enrolment and wider recruitment teams, always with the goal of optimising the recruitment of students and providing the best service possible

ORGANISATION STRUCTURE



PRIME FUNCTION/PURPOSE OF THE JOB

To provide a professional, effective and efficient service to our customers through:

1. Identifying the customer’s needs and advising appropriate solutions
2. Providing comprehensive, knowledgeable course and enrolment advice and information
3. Promoting the benefits of education at CPIT in all interactions

DELEGATED AUTHORITY AND RESPONSIBILITIES

Financial: Nil
 Human Resources: Level 600 of the Human Resources Delegation Schedule
 Other: Nil

PROFESSIONAL PROFILE

ESSENTIAL	PREFERRED
<p>Education/Qualifications:</p>	<ul style="list-style-type: none"> • A degree in any discipline is preferred
<p>Experience/Skills/Knowledge</p> <ul style="list-style-type: none"> • The ability to quickly ascertain a customer’s need through effective listening and questioning techniques • An articulate, clear and friendly communication style • A high level of written English comprehension and writing skills • Ability to work in a fast-based and highly pressured environment, without sacrificing quality • The ability to work systematically and accurately and to understand complex application and enrolment, and online procedures 	<ul style="list-style-type: none"> • Experience working within a sales and service environment • Understanding of the tertiary environment is advantageous.
<p>Personal Attributes:</p> <ul style="list-style-type: none"> • Possesses a genuine customer centric approach to both internal and external customers which includes a strong commitment to continually providing excellent and focused customer service • A healthy level of resilience and ‘can do’ approach to any task • The ability to work effectively as part of a small busy team, including being flexible in work hours when needed • Awareness and sensitivity to other cultures in keeping with CPIT’s values and goals • A high work ethic including being comfortable in an environment that requires excellent time management skills • A consistently positive and solutions-focused outlook including an understanding of the need to build effective working relationships with peers • A willingness to learn new procedures and processes and respond to change in a proactive and positive way • Has clear strategies for dealing with conflict • Is willing to proactively take responsibility for actions taken and learn from these 	

KEY FUNCTIONAL RELATIONSHIPS	
Internal <ul style="list-style-type: none"> • Contact Centre team • Wider Registry team • Other faculty and divisional staff 	External <ul style="list-style-type: none"> • Existing and potential students • Wider external customer base

KEY TASKS	SCOPE
<ul style="list-style-type: none"> • Develop and maintain an in-depth working knowledge of courses, programmes and services at CPIT • Be conversant with sources of information such as key contacts, brochures and web-based information • Deal professionally with all incoming student enquiries through a variety of media including telephone, web and email whilst always maintaining a high service ethic • Undertake outbound calling to potential students when required • Action requests for course material and information in a timely manner. • In all actions comply with relevant legislation, regulations and CPIT policies and procedures • Operate co-operatively within the team in regards to information sharing, rostering and training • Undertake tasks and share responsibility for a range of duties within the small Contact Centre team • Communicate professionally at all time with customers, other team-members and other CPIT staff ensuring consistently effective working relationships • Work co-operatively with members of the wider Corporate Services Division contributing to wider institutional planning activities as appropriate • Build and maintain effective and professional working relationships with key faculty contacts so as to increase the efficiency and sharing of information between the Contact Centre and other areas across the institution • Maintain a working knowledge of all computer packages relevant to the position • Adopt new technologies where appropriate • Contribute or be involved in Contact Centre process and procedural analysis or projects as and when required. 	<ul style="list-style-type: none"> • Customers receive accurate information regarding courses, programmes and related processes in an efficient and timely manner. • Customer enquiries via all mediums are answered in a friendly solutions-focused way enabling the customer to receive the information needed to best enable application and enrolment • Communication with all customers, both internal and external, is polite, professional and friendly at all times • Establish a personal service approach where appropriate. • Be seen as a productive, efficient and respectful member of the Contact Centre team by peers and other key contacts across the institution • Individual CSR contact centre statistics show excellent time management skills and ability to handle customer enquiries in a timely manner • CPIT's services, courses and programmes are actively promoted in interactions and when undertaking outbound calling to prospective students

NOTES:

The successful applicant is required to commit to CPIT's staff profile which encompasses foci on students, learning and teaching, innovation, flexibility and continual learning, research, biculturalism, internationalization, disability awareness, environmental awareness and sustainability, health and safety and IT literacy.

All of the information provided above is intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the position and incumbent. From time to time, the incumbent will be required to accept and carry out other relevant duties as assigned by the Contact Centre Manager or her delegate.

ADDITIONAL INFORMATION

1. Staff Appraisal

CPIT has in place a negotiated system of staff appraisal in relation to job performance, safe work practices, and the criteria outlined in the CPIT Employee Profile.

2. Professional Development

CPIT is a learning organisation where professional development is supported. Staff are asked to develop a professional development plan with their Manager and time is provided to achieve the plan.

3. CPIT Profile

For CPIT to develop and prosper, all staff are expected to demonstrate a range of skills, knowledge and attitudes that contribute positively to the organisation's fundamental purpose which is to provide quality learning for students. We have an integrated approach to defining, describing and developing a positive learning culture among staff and we align this approach at all levels to the mission, values, goals and strategic direction of the institution.

4. Health and Safety

Applicants for positions are asked to declare any relevant health related needs or issues on the Confidential Information form provided to Human Resources with your application for appointment. This information is not used for shortlisting but we do expect you to discuss, your needs as part of the interview process or when accepting an offer of employment where this is relevant. Confidentiality is assured and applicants will not be differentiated on the basis of disabilities or health requirements unless these tender applicants unable to undertake the task requirements. Employees may be required to undertake a health check where baseline data is needed for specific positions. Eg a hearing test for those involved in engineering workshops.

5. Employment Terms and Conditions

Appointment is within the terms of employment law and the TIASA Collective Employment Agreement. For the first 30 days of employment CPIT is legally required to employ staff on the terms and conditions of the TIASA Collective Agreement which covers the position offered. If the staff member joins the TIASA union the terms of the collective document continue to apply; should he/she decide not to join the union, the staff member remains on an individual agreement and we may mutually agree to terms after the 30-day period expires. CPIT's Allied Staff Collective Employment Agreement (1 April 2009 – 30 June 2010) will be offered in the first instance. A job evaluation system is used to determine the grade and therefore the salary range for this position. It is usual to appoint at the lower end of the appointment range specified in the position description.

6. Equal Opportunities Employer

CPIT is committed to equality and diversity and makes a determined effort to develop an inclusive environment to achieve a balanced gender representation and increase the number of Maori and other under represented groups on staff. We are an active provider of opportunities for differently abled people and recognise that all staff, are not only our employees, but have multi faceted lives that from time to time may require flexibility from CPIT to assist in meeting their other commitments.

APPLICATION DETAILS

Applications for appointment are accepted through our online recruitment system

***Applications Close
Monday 27 September 2010***

The standard application form provides the Institute with a common set of information about each candidate but applicants should not limit themselves to that form. Personal applications set out in the applicant's own style including a curriculum vitae and particular references to the job description and personal profile are welcomed. CPIT reserves the right not to appoint or to appoint by invitation in the event the recruitment process is deemed to be unsuccessful.