

Customer Services Representative

Position: Permanent; full time 37.5 hours per week
Salary: Grade 4 – Appointment range \$35,333 to \$41,569

BACKGROUND INFORMATION

Christchurch Polytechnic Institute of Technology (CPIT), the largest South Island Polytechnic and one of Canterbury's three major tertiary institutions, is located in the centre of Christchurch city with an additional campus in Opawa. Emphasis is on "applied" learning where theoretical education is combined with a hands-on approach – the success of which is born out by the number of employers who prefer CPIT-trained employees.

CPIT welcomes approximately 30,000 student enrolments each year including both full and part-time, domestic and international, professional, paraprofessional or trades focussed. Students and staff of a myriad nationalities attend throughout the year during the day, evening or weekend. Te Wānaka o Ōtautahi provides a place of belonging for those wanting to engage the Māori world or Te Whare Pāsefika.

Over 1800 staff teach and support learning in vocational programmes and courses across a comprehensive range of career and subject areas at varying levels from foundation to degrees, graduate diplomas, diplomas and certificates to short term modules and courses customised for business, industry or special interest clients.

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.

The Education Services Division (ESD) consists of five workgroups which are responsible for the recruitment and enrolment of students and a range of administrative and student services. They are:

- Registry
- Library and Learning Services
- Marketing
- Student Administration and Support Services
- International Services

Student Recruitment staff and Marketing Communications staff work collaboratively on the marketing and recruitment activity. CPIT's programmes are many and varied, and the sector is intensely competitive, resulting in a complex and challenging environment. The managers of the workgroups, together with the Divisional Administrator and the Registrar, comprise the ESD Management Team, and work closely together to lead this diverse, student-focussed division to achieve its objectives.

The Registry Team consists of four work groups, which are responsible for the recruitment, enrolment of students as well as support services. They are:

- Information and Enrolment
- Contact Centre
- Jasper
- Academic Records

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 teams and wider recruitment teams, always with the goal of optimising the recruitment of students and providing the best service possible.

PRIMARY OBJECTIVE:

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

PERSONAL PROFILE

- Exceptional customer service skills consistently displaying a high service ethic
- The ability to promote and provide accurate information on CPIT's many courses and programmes to potential students in a way that encourages and motivates them to enrol with CPIT
- The ability to actively listen to customers and show empathy whilst directing the customers attention to a solution that matches their needs
- A positive, energetic and proactive disposition with the ability and enthusiasm to handle pressure
- Excellent parallel processing skills; the ability to talk to a customer while also entering data into a computer system
- Attention to detail and accuracy whilst ensuring a time-efficient service to customers
- A professional and friendly telephone manner with the ability to identify and change the style of communication to suit each customer
- An analytical approach to processes and procedures with the motivation to proactively highlight potential improvements
- A high level of written and interpersonal communication skills so as to represent the Contact Centre in a consistently professional manner
- The ability to work co-operatively and link individual actions and work priorities with the needs of the Contact Centre team and wider CPIT initiatives.
- A strong focus on flexibility and adaptability with a willingness to work in with the needs of a small Contact Centre team and accept new challenges as they arise
- The ability to work rostered hours as required including the potential for evenings and weekends from time to time
- A relevant qualification and/or experience within a Call or Contact Centre environment (preferable)
- A commitment to active and continuous learning
- Willingness to commit to the CPIT staff profile which encompasses bicultural, international, disability, and environmental awareness; and a focus on students, teaching and learning.

KEY TASKS:

- 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 always maintaining a high service ethic
- 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, always displaying a willingness to be flexible
- 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 Education Services Division contributing to wider Institutional planning activities as appropriate
- 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.

RESPONSIBLE TO

Contact Centre Manager

RELATIONSHIPS WITH

- Contact Centre team
- Wider Information and Enrolment team
- Other faculty and divisional staff

FOR YOUR 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.

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 the 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 render the applicant 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 (01 April 2005 – 31 March 2007) 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.

APPLICATION DETAILS

Applications for Appointments – Allied Staff forms must be marked:

Customer Services Representative – Contact Centre

Ref No: DR3075

Applications should be addressed to:

Senior HR Advisor
Christchurch Polytechnic
Institute of Technology
PO Box 540
CHRISTCHURCH

Email: hr@cpit.ac.nz
Phone: 03-9408623
Fax: 03-9408616

And forwarded in person, post, email or fax.

***Applications close
30 January 2008***

The standard application form attached 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.

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