



Position Description	
Job Title:	Customer Support Consultant
Location:	Head Office, Lower Hutt
Reporting to:	Customer Support Team Leader
Date:	March 2021

Purpose			
<p>A Customer Support Advisor is the central point of contact on a day to day basis for Smart Payroll customers. This role will focus on delivering best in class customer service focused on first time resolution, high customer satisfaction and customer retention. This role will ensure high standards are being met and maintained throughout each part of the customer experience and ensure customer expectations are exceeded.</p>			
Organisation Structure			
CEO			
Head of Operations			
Customer Support Manager			
Assistant Manager	Team Leader	Team Leader	Team Leader
	Advisors (7 – 10)	Advisors (7 – 10)	Advisors (7 – 10)

Result Area	Activities	KPI's
Service Excellence Delivery	<ul style="list-style-type: none"> • Demonstrates commitment to meeting and exceeding the needs of customers throughout the customer service experience • Continually aspires to achieve excellence in all areas. • Providing polite, professional, friendly, efficient and timely handling of customer queries, regardless of the method of contact • Adherence to all relevant customer support, company and customer policies and procedures • Produces notes and customer communications that are professional and grammatically correct, written with their intended audience in mind • Escalate any appropriate problems to Customer Support Team Leader 	<ul style="list-style-type: none"> • Customer experience targets established and met • Customer satisfaction (with service) tracked and targets met • Customer feedback • Data quality / accuracy • Call and written response assessments completed with Team Leader fortnightly • Adherence to all levels of the Privacy Act
Payroll Support	<ul style="list-style-type: none"> • Being logged into the contact management tools, in a correct status, at the times defined 	<ul style="list-style-type: none"> • Customer Support competency level

	<p>in the team roster</p> <ul style="list-style-type: none"> • Demonstrates good work practices and work ethic • Building and maintaining your skill and knowledge base on SmartPayroll software and products • Participate fully in training and coaching sessions • Adherence to all levels of the Privacy Act • Working with your team and other parties, (internal and external to SmartPayroll), to ensure the timely delivery of quality services • When requested drafting new articles and commenting on current articles to ensure the knowledge base is constantly reviewed and up to date 	<p>assessments, targets met</p> <ul style="list-style-type: none"> • Regular one on one meetings conducted with Team Leader • Attend team meetings • Annual performance reviews completed • At work logged in on time in full
Relationship management	<ul style="list-style-type: none"> • Works collaboratively with your team and other SmartPayroll staff to ensure timely delivery of services • To contribute to the overall success of the business by playing an active role in your Customer Support team 	<ul style="list-style-type: none"> • Strong relationships developed and positive feedback received • Attend Customer Support leadership team meetings regularly
Health & Safety	<ul style="list-style-type: none"> • Report all hazards or unsafe situations • Report all accidents/incidents including near misses • Work safely and use all protective equipment if required 	<ul style="list-style-type: none"> • Hazards reported same day • No injury caused to self or others • All hazards are reported
Other Duties	<ul style="list-style-type: none"> • Carry out other duties as requested. You may be asked to contribute to projects or areas of expertise with the aim of improving existing team support capabilities 	<ul style="list-style-type: none"> • Shows willingness and initiative • Timely and accurate completion

Experience & Qualifications
<p>Energetic and motivated individual with a 'Can do' attitude</p> <p>The ability to work collaboratively within a team</p> <p>Well-developed oral, written and interpersonal skills</p> <p>Willingness to learn and develop new skills</p> <p>Has the flexibility to adapt in an environment that is continually changing</p> <p>An analytical approach to problem solving and the patience to work through a range of queries</p> <p>Ability to capture information succinctly and accurately</p> <p>Behave in a courteous and appropriate manner in the work environment</p>

Is able to work under pressure, remaining calm and focused on providing a resolution to the customer's query

Able to speak clearly and concisely; effectively communicating with customers of all ability

Proficient in MS Office Applications

In-depth knowledge of customer services software, databases and CRM systems

Key Competencies

Strong work ethic and aligned to organizational values and ethics

Integrity and Trust

Listening skills

Customer Focus

Self-motivated and proactive

Initiative, drive and action oriented