

# Position description



<b>Title</b> Customer Service Consultant	<b>Reports to</b> Customer Service Team Manager
<b>Division</b> Customer Excellence	<b>Department</b> Customer Service
<b>Location</b> Auckland	<b>Last updated</b> 09/08/2023

## Our commitment as a Crown Entity

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hāpori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

## Role purpose

This role forms part of a multi-functional team that provides exceptional customer service solutions to a wide range of customers and problems.

The purpose of this role is to provide quality and accurate customer service to the Lotto NZ customers, retailers and internal staff and to deliver high customer satisfaction through our omnichannel interactions.

As a Customer Service Consultant, you will be responsible for front-line service capability to drive enhanced experience, across voice, webchat and email.

The role also supports and resolves technical and connectivity enquiries for retailer related issues and delivers player/retailer support administration activities and customer support administration activities.

# What you will focus on

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## Customer Service & Retail Support

- Deliver omni-channel customer service to Lotto players and retailers, including inbound, outbound, webchat, email and social media (and any new media channels that Lotto deploys).
- Manage outbound and inbound call lifecycle from creation to closure.
- Demonstrate excellent and consistent customer service at all times in line with Lotto NZ's policies, procedures, and code of conduct.
- Give clear directions to customers, converting technical speak to easily understandable instructions.
- Acquire, maintain, and expand knowledge of relevant databases, products, and service offerings, in order to provide accurate responses and solutions to customers.
- Ensure all "customer contacts" are satisfactorily logged and resolved, in accordance with Lotto NZ's policies and procedures.
- Manage customer complaints in a timely manner and resolve where possible.
- Deliver administration and operations support to players and retailers.
- Investigate and process claims and queries for Lotto NZ's customers where tickets are lost, stolen, or damaged or the transaction or prize is queried, keeping records for monthly Board reporting.
- Respond to Lotto NZ players' queries in a timely manner and with a high degree of accuracy.

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## Problem Solving / Decision Making

- Identify problems, take ownership and work through any issues effectively using sound problem solving tools and techniques. Where necessary, take the lead from the team to collate and raise awareness of emerging or potential issues back to the customer, the team and to the business.
- Proactively identify inherent issues and look to articulate size and impact of issue(s) for escalation with the aim to look to implement long term solutions.
- Escalate any non-solvable or complex issues as soon as reasonably possible.
- As required, prioritise, and allocate additional tasks with the relevant skilled team members and needs of the situation.

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## Other

- Provide reception cover as required (including covering breaks as and when required).
  - Ensure that all Lotto NZ Customer Service Centre processes and procedures are followed, and SLAs are met.
  - Meet all compliance and audit standards and role model the expected behaviours for compliance.
  - Any other duties as reasonably required by the Customer Service Team Leaders or other key stakeholders.
  - Ensure all company policies, procedures and guidelines are followed and adhered to. Where they are not, raise with the Customer Service Team Leader and/or Head of Customer Service where appropriate, initiate and execute a plan to resolve the differences.
  - Take an active role in promoting and ensuring a safe and healthy workplace at Lotto NZ for yourself and others.
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- Lotto NZ's purpose is to provide safe gaming that allows New Zealanders to play and win while contributing money back to New Zealand communities: Ensure that minimising the potential for harm from our games is a key consideration in all day-to-day activities and decision making, through adhering to all Lotto NZ responsible gaming processes and policies.
  - Ensure the Lotto NZ Health and Safety policy is adhered to (including procedures in the Health and Safety Manual) and hazards, incidents and near misses are reported in the Health and Safety system in a timely manner.
  - Comply with all Lotto NZ security policies and instructions, complete all required security awareness training and report any security incidents or concerns in a timely manner.
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## Your skills and experience

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### Technical skills

- A broad and practical knowledge of computer operations, operating systems and network technologies .
- Strong problem solving and analysis skills including the ability to think and act clearly under pressure.
- Proficient user of Microsoft Office suite.
- Good understanding of supporting Windows business operating system.
- Good operational knowledge of desktop/laptop and mobile device environments, as well as network and wireless technologies.

### Experience

- Demonstrated ability to provide the highest standards of customer service.
- The ability to work within a structured environment, to the highest standards of security, integrity, responsibility and responsiveness.
- Prior experience in a customer focused role.
- Self-motivated with a genuine desire to help people.
- Ability to negotiate and influence constructively.
- Effective written and oral communication skills.

### Qualifications

- Formal customer service training preferred.
  - Operational experience in a call centre team desirable.
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## Authorities

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### People responsibilities:

- 0 people

### Signature authority of:

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