

Position description



Title Customer Service Consultant	Reports to Customer Service Team Manager
Division Retail	Department Customer Service
Location Auckland	Last updated 7 October 2026

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 / Kaupapa mahi

As a Customer Service Consultant, you will be responsible for omnichannel support across voice, webchat, social channels and email, using a range of approved AI and digital tools to maintain and enhance service quality, accuracy and efficiency.

You will proactively manage customer cases from initial contact through to resolution, anticipating next steps, maintaining clear records and keeping customers informed.

The role also supports and resolves technical and connectivity enquiries relating to retailers and delivers player and retailer support via a range of administrative activities.

What you will focus on / Ngā mea hei arotahi māu

Customer Service & Support

- Deliver omni-channel customer service to Lotto players and retailers, including voice, webchat, email, social media and administrative support tasks.
 - Support Lotto NZ players and retailers in line with the Customer Experience programme framework and key pillars.
 - Resolve player and retailer enquiries accurately at the first point of contact wherever possible, including technical, connectivity and general support in line with Lotto NZ's policies and customer service procedures.
 - Communicate in a clear manner converting technical speak to easily understandable directions and advice.
 - Keep up to date with Lotto NZ products, services, systems, processes and business initiatives to provide accurate advice, support and solutions.
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Other

- Meet all compliance standards.
 - Any other duties as reasonably required by the Customer Service Team Managers or other key stakeholders.
 - Ensure all company policies, procedures and guidelines are followed and adhered to.
 - Take an active role in promoting and ensuring a safe and healthy workplace at Lotto NZ for yourself and others.
 - Lotto NZ's purpose is to provide safe games that allow 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 gambling 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 / Ō pukenga me ō wheako

Technical skills

- Practical technical troubleshooting skills and a growth mindset to learn and adapt to new technologies.
 - Strong problem-solving and analysis skills including the ability to think and act clearly under pressure.
 - Good understanding of mobile device and connectivity technologies.
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Experience

- Prior experience in a customer-facing role.
 - Demonstrated ability to provide a high standard of customer service.
 - The ability to work within a structured environment, to the highest standards of security, integrity, responsibility and responsiveness.
 - Self-motivated with a genuine desire to help people.
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	• Ability to lead customer conversations and manage challenging customer interactions. • Effective written and oral communication skills.
Qualifications	• Formal customer service training preferred.

Authorities / Te mana o te tūranga

People responsibilities:	0 people
Signature authority of:	\$0