

Position description



Title
Retail Operations Specialist

Reports to
Retail Operations Manager

Division
Retail

Department
Retail Operations

Location
Auckland

Last updated
September 2024

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

The purpose of the role is to lead and manage the retailer onboarding experience and requirements. This includes best in class retail administration support, setting up retailers with Lotto NZ, maintaining the retail network with product orders fulfilled with quality and in a timely manner, exiting retailers, identifying, documenting and implementing process improvements and work with key systems such as but not limited to Amazon Connect, CRM Microsoft Dynamics, Procall and SAP.

Working closely with internal and external stakeholders, the role will proactively prioritise, communicate and problems-solve to deliver a high standard service. This role is involved in delivering administration work to drive performance for the retail network and relationship managers.

What you will focus on / Ngā mea hei arotahi māu

Retail Support and Administration

- Responsible for the retailer support services from onboarding to maintaining and exiting.
- Perform retailer change of ownerships, renewals, relocations, transfers, terminations and new applications with proactive review on furniture type, digital screen, retailer agreement and other aspects as relevant.
- Update retailer profiles in CRM and work with internal business stakeholders to ensure they have completed their part of the retailer workflow.
- Lead the Retail Relationship Managers weekly meetings from developing documents to sharing and regularly updating information.
- Driving retailer contract renewals and ensuring all retail stores have design plans.
- Organise and facilitate quarterly meetings with Relationship Management team to understand improvements for retailer support, onboarding, management and exiting experiences.
- Manage the retailer furniture upgrade programme by coordinating with retailer, supplier and internal staff.
- Proactively manage the retail support and stationery inbox.
- Process retailer orders of products such as ad hoc point of sale and consumables.
- Handle all internal business queries on retailer support, onboarding, management and exiting.
- Effectively manage retailer complaints to resolution with a customer focused approach.
- Actively identify and implement process improvements to improve efficiency and retailer service.
- Ensure retail systems data accuracy and integrity by removing duplicates, errors and unnecessary information.
- Receive and answer all retailer inbound phone calls.
- Provide back up support to Retail Care Consultants.

Knowledge and Systems

- Be the super user of Amazon Connect, CRM Microsoft Dynamics 365, SAP, GEM, DocuSign and any other relevant systems used by the Retail Operations team including documenting processes for business continuity.
- Ensure all retail systems are up to date with retailer information, learning training, products and ordering groupings.
- Support the digitisation of the retailer experience flow from onboarding to exiting including implementation and change management for DocuSign.
- Continuously work with IT suppliers and Product Manager Retail Systems for enhancements.

Other

- Any other duties as reasonably required by your manager 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
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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

- Written and oral communication and presentation
 - Analytical skills and report writing
 - Innovative problem solver
 - Continuous improvement and change management
 - Advanced Microsoft Office (Excel, Word, PowerPoint)
 - SAP, CRM, DocuSign
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Experience

- At least 5 years + in administration and operations.
 - Experience in a call centre / customer service environment.
 - Proven understanding of the retail environment.
 - Leadership with experience managing cross-functional projects.
 - Agile way of working with growth mindset and experience in role modelling such behaviours.
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Qualifications

- Relevant tertiary qualification and/or experience
 - Commerce / IT preferred
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Authorities / Te mana o te tūranga

People responsibilities:

- 0 people
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Signature authority of:

- \$0
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