

# Position description



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**Title**

Manager - Customer Service Resolution & Enablement

**Reports to**

Head of Customer Service

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**Division**

Retail

**Department**

Customer Service

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**Location**

Auckland

**Last updated**

6 November 2024

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## 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 hapori, 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

The Manager - Customer Service Resolution & Enablement is pivotal in ensuring the delivery of exceptional customer service at Lotto NZ. This role focuses on managing complex customer cases, acting as technical liaison during investigations and incident management, and optimizing our customer complaints and feedback processes. This role will also be the Customer Service Subject Matter Expert (SME) for incidents impacting customers and retailers

The Manager - Customer Service Resolution & Enablement is responsible for developing and maintaining a robust knowledge management framework, driving effective change via business partners, and ensuring clear and comprehensive operational communications. By collaborating with internal and external business partners and stakeholders, the role aims to resolve issues efficiently, enhance customer satisfaction, streamline service delivery, and support the continuous improvement of customer service operations at Lotto NZ.

## What you will focus on

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### **Customer Service Resolution:**

- Manage complex customer cases and technical investigations, in conjunction with internal business partners including Service Delivery, Finance, Product, Security, Risk and Legal teams.
  - Incident Management:
    - Act as Incident Liaison technical lead and Customer Service SME for incidents impacting customers and retailers, working with CS Team Managers and front-line teams to gather problem information & symptoms, determine scope and scale of impact, ensure the Customer Service incident management process is activated and followed with a sense of urgency.
    - Participate in Incident Management meetings in conjunction with the Head of Customer service.
    - Liaise with the Customer Service Leadership team regarding incident nature, scale and duration to enable broader impact management including real time management, customer service staffing levels, customer service in-channel messaging (within the contact centre platform).
    - Develop team and customer/retailer messaging / communications in conjunction with the LNZ Comms partner assigned to the incident and in line with any executive approved comms; ensure interim and ongoing messaging is made available to Customer Service internal and external partner teams as required.
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### **Customer Complaints and Feedback management:**

- Manage the Lotto NZ Customer Complaints framework, ensuring it is fit for purpose.
  - Review and resolution of complex complaints and Risks in accordance with complaints management guidelines; ensure awareness of complaint and resolution pathway is understood and agreed by Head of Customer Service.
  - Leverage and optimise CRM capabilities for customer feedback and complaints management. Ensure team members are handling complaints in accordance with the Complaints Management framework and guidelines including accurate complaint categorisation, capture of complaint and feedback cases within the CRM system, and Risk Management system (where required) in line with SLAs, policies and procedures.
  - Oversee Retail Customer complaints handling, providing guidance and support to Customer Service Consultants to ensure complaints are captured, assigned and resolved in a timely manner in conjunction with Relationship Managers and Retail Business Managers.
  - Establish and deliver monthly Customer Complaints & Feedback reporting.
  - Provide support to LNZ business partners as required for official information and personal information requests.
  - Analyse complaint drivers and provide recommendations to CSLT, Retail Business Managers, and other relevant internal business stakeholders to enable pain points reduction and ongoing improvements in complaints management and resolution.
  - Identify opportunities for enhanced complaints handling by front-line customer service staff, providing insights to Customer Service Team Managers to enable feedback and coaching, and where applicable, to the Customer Service Quality Assurance Specialist for training purposes.
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### **Customer Service Knowledge Management:**

- Knowledge framework development & management, including:
    - Curate and maintain knowledge including customer service process and procedural documentation, FAQs, troubleshooting guidelines, next best actions.
    - Ensure structured archival of knowledge that is no longer required.
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- Collaborate with stakeholders to define priorities for content creation and publishing, and with other knowledge management and content owners across the business to ensure consistency across channels and platforms and positive customer and user experiences.
  - Ensure ongoing Knowledge utilisation and effectiveness (including that provided by Contact Centre AI Assisted services) through gathering and analysing user feedback, reviewing recognition and consumption data, reporting and insights to identify and plug gaps; continuously improving knowledge to ensure it is accurate, fit for purpose, consumable and delivering desired business outcomes.
  - Champion and drive a culture of Knowledge Excellence within Customer Service including internal and external partner teams, ensuring knowledge is accurate, current and fit for purpose in the Customer Service context.
  - Ensure new knowledge is provided to the Customer Service Outsourced Partner in line with contractually agreed processes and timeframes.
  - Amazon Connect Contact Centre Knowledge Platform SME and Super User - including Contact Centre AI Assisted Services (Q Knowledge BoT and Cornerstone Concierge Chatbot); actively contribute to the development of AI flows; develop the roadmap of future use cases.
  - Knowledge innovation - keeping abreast of Knowledge Platforms & Services, Product Advancements & Roadmaps, staying updated with emerging Industry trends in Knowledge Management.
  - Contribute to the development of ongoing Customer Service Knowledge and Capability strategy.
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### **Customer Service Change Management**

- Effective and timely engagement with LNZ business partners to enable development and maintenance of a Customer Service Change Initiative Calendar.
  - Act as the point of contact for any changes that impact CS and ensure early CSLT awareness of upcoming initiatives and changes to enable alignment, impact assessment, scoping, sizing and implementation of broader customer service readiness activities including resource planning, team briefing/training and risk management.
  - Draft fit for purpose change approaches for relevant initiatives focusing on the people side of change, with the goal of ensuring changes are clearly articulated, understood, embraced and adopted.
  - Contribute to the development and refinement of Enterprise Project Change Plans & strategies and materials that impact or involve Customer Services.
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### **Customer Service Operational Communications:**

- Ensure comprehensive, succinct Customer Service daily operational updates are provided to Front-line teams.
  - Own and maintain a comprehensive suite of Customer Service webchat, social media and e-mail response templates, ensuring they meet Lotto NZ brand and tone requirements, are accurate, provide relevant information and answers in an appropriate format for the associated customer support channels.
  - Partner with the LNZ Communications team for creation and refinement of new and custom templates and banner messages.
  - Review and provide feedback on relevant communications initiated by internal business partners to ensure they are clear and meet the needs of Customer Service as well as recipients/intended audiences.
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### **Other**

- Support CSLT with front-line leadership coverage during high jackpot periods, product launches and other high impact changes.
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- 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 gaming that allows New Zealanders to play and win while contributing money back to New Zealand communities: Ensuring 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

- Demonstrated interpersonal and stakeholder management skills, able to work with a wide range of people at all levels including senior leaders.
- Strong critical thinking, judgement & planning skills.
- Advanced problem solving, analysis and decision making.
- Advanced written, verbal communication and active listening skills; able to communicate complex and technical concepts to less technical stakeholders.
- Able to collaborate, influence and work effectively with peers and wider business partners.
- Change management, using structured approach and methodologies.
- High level of resilience, and ability to juggle multiple priorities.
- Maintain composure in high pressure situations, able to work effectively in a fast paced, dynamic contact centre environment.
- Strong customer focus; Able to handle challenging customer conversations, diffuse emotion and handle conflict.
- Advanced Knowledge management skills
- Proficient in CRM, Jira, Microsoft Office suite, Knowledge Management solutions and services.

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### Experience

- Minimum 3-5 years' experience in Knowledge Management - design, build and delivery, and in complex customer case investigation and resolution, incident liaison / working groups.
- Experience in optimising and leveraging related technology, platforms and services (ideally Amazon Connect & AI assisted services)
- Customer Service / Contact Centre Leadership role or experience desirable.

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### Qualifications

- Bachelor's degree in business, change management, Communications or similar is desirable.
  - Formal training or qualification in Change Management, Knowledge Management and Amazon Connect Services desirable.
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## Authorities

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<b>People responsibilities:</b>	0 people
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