

# Whakaaturanga Mahi – Job description

## Job details

<b>Job title:</b>	Customer Experience Advisor
<b>Reports to:</b>	Customer Experience Manager
<b>Direct reports:</b>	Nil
<b>Role:</b>	1.0 FTE
<b>Key relationships:</b>	
<i>Internal:</i>	Contact Centre team Equipment team Professional Services team Housing team Procurement team Branch Manager and warehouse teams Other functions within the organisation
<i>External:</i>	Customers and their whānau Assessors Staff and representatives from other agencies and services Enable New Zealand service partners including: suppliers, contractors, consultants, sub-contractors
<b>Location:</b>	Palmerston North

## Ko wai mātou – Who we are

Enable New Zealand is the leading supplier of disability equipment, information, advice and modification services in Aotearoa.

Our mission is to support disabled people and their whānau to live everyday lives in their communities. We do this by effectively managing access to equipment and modifications for those living with disability, and their whānau on behalf of Disability Support Services (DSS) | Ministry of Social Development (**MSD**) and the Accident Compensation Corporation (**ACC**).

## He aha ngā painga ki a mātou – What matters to us most

At Enable New Zealand (**Enable**), we care about making a difference to disabled people and working together as a team.

## He aha te mahi – Role purpose

This position is responsible for providing customer service support by interacting directly with customers to provide them with information to address specific queries regarding Enable New Zealand's products and services.

## Ngā mahi haepapa – Role responsibilities

Key objectives	Responsibilities
<p><b>Customer Service and Support</b></p>	<ul style="list-style-type: none"> <li>• Answer inbound calls and digital enquiries (email, chat, webforms) as assigned, within agreed service levels and during rostered hours.</li> <li>• Provide clear information, guidance, and solutions across a range of customer needs.</li> <li>• Use active listening, empathy, and problem-solving to support customers through to resolution.</li> <li>• Manage sensitive, emotional, or complex situations with professionalism.</li> <li>• Escalate issues appropriately when required.</li> <li>• Resolve queries on the first interaction where possible or escalate when required.</li> </ul>
<p><b>Case Documentation and System Use</b></p>	<ul style="list-style-type: none"> <li>• Record all customer interactions accurately in the CRM/case management system.</li> <li>• Update and maintain customer records in line with privacy and data accuracy requirements.</li> <li>• Follow workflows, organisational policies and procedures to ensure consistency and quality.</li> </ul>
<p><b>Quality and Compliance</b></p>	<ul style="list-style-type: none"> <li>• Comply with organisational policies, standard operating procedures, and quality assurance requirements.</li> <li>• Uphold privacy, security, and confidentiality obligations under the Privacy Act 2020.</li> <li>• Participate in quality monitoring, coaching sessions, and training updates.</li> </ul>
<p><b>Teamwork and Continuous Improvement</b></p>	<ul style="list-style-type: none"> <li>• Collaborate with team members to ensure seamless customer service delivery.</li> <li>• Share insights on common issues, trends, or customer feedback for process improvement.</li> <li>• Participate in training, upskilling, and knowledge base enhancement.</li> </ul>
<p><b>Health, Safety and Wellbeing</b>  <i>Applies knowledge and skills to all work practices to ensure compliance with the Health and Safety at Work Act 2015 and any subsequent amendments or replacement legislation</i></p>	<ul style="list-style-type: none"> <li>• Is familiar with all policies and procedures as they affect the work environment.</li> <li>• Ensure that safe working procedures are practised, and no person is endangered through action or inaction.</li> <li>• Is aware of and can identify hazards and take action, accordingly, including preventing or minimising the adverse effects of hazards.</li> <li>• Ensure that all incidents, including near misses, are reported within the required timeframe using Enable New Zealand’s incident reporting system. Actively participate in Enable New Zealand’s health and safety programmes, through input into meetings and feedback through committee structures.</li> </ul>

Key objectives	Responsibilities
<b>Te Tiriti o Waitangi - Treaty of Waitangi and Equity</b>	<ul style="list-style-type: none"> <li>Apply knowledge of Te Tiriti o Waitangi and its application in Health to all work practices. Attend appropriate Te Tiriti o Waitangi education sessions.</li> </ul>

## Ngā āheitanga matua – Key Competencies

Competencies are the skills, knowledge, and attributes required to be fully competent in this position. There will be a programme available for appointees to meet competencies where a need for continued development is identified. For the purposes of selection, essential competencies have been identified, and decisions will be made based on the ability of applicants to meet these:

### Qualifications and Experience

**Essential**

- Experience in a contact centre or high-volume customer service environment.

**Desirable**

- Experience using CRM or case management systems.
- Experience supporting customers across multiple channels (phone, email, chat).

### Skills and Attributes

- Strong customer service skills with empathy and patience.
- Excellent communication skills (verbal and written).
- Ability to manage time effectively while maintaining accuracy.
- Be confident using multiple systems and navigating technology.
- Sound judgement and problem-solving skills.
- Ability to remain calm in challenging conversations.
- High attention to detail and commitment to getting things right.

### Physical Attributes

Under the Human Rights Act 1993 discrimination based on disability is unlawful. Enable New Zealand Limited will make all reasonable efforts to provide a safe and healthy workplace for all, including persons with disability.

Every effort has been made to outline requirements clearly. If a potential applicant has uncertainties about their ability to fulfil these physical requirements, enquiry should be made whether it would be possible to accommodate a particular issue by obtaining advice from the appropriate people leader.