### Position Description

<table>
<thead>
<tr>
<th>Position:</th>
<th>Customer Services Representative</th>
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</thead>
<tbody>
<tr>
<td>Children’s Worker:</td>
<td>No</td>
</tr>
<tr>
<td>Location:</td>
<td>Contact Centres</td>
</tr>
<tr>
<td>Children’s Worker:</td>
<td>No</td>
</tr>
<tr>
<td>Business Unit:</td>
<td>Client Service Delivery</td>
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<tr>
<td>Group:</td>
<td>Service Delivery</td>
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<tr>
<td>Reporting to:</td>
<td>Service Manager</td>
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<tr>
<td>Issue Date:</td>
<td>July 2018</td>
</tr>
<tr>
<td>Delegated Authority:</td>
<td>Nil</td>
</tr>
<tr>
<td>Staff Responsibility:</td>
<td>Nil</td>
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</tbody>
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### Our Role

The Ministry of Social Development (MSD) is the lead agency for the social sector. We help the Government to set priorities across the sector, co-ordinate the actions of other social sector agencies and track changes in the social wellbeing of New Zealanders.

The Ministry provides policy advice, and delivers social services and assistance to young people, working age people, older people, and families, whānau and communities. We work directly with New Zealanders of all ages to improve their social wellbeing.

We serve over a million people, working out of more than 160 centres around the country. It is likely that every New Zealander will come into contact with the Ministry at some point in their life.

Our work, together with our social sector partners, is essential to achieving a sustainable and prosperous future, where all New Zealanders are able to take responsibility for themselves, be successful in their lives and participate in their communities.

### Our Purpose

Ko ta mātou he whakamana tangata kia tū haumaru, kia tū kaha, kia tū motuhake.

We help New Zealanders to help themselves to be safe, strong and independent.

### Our Principles

MSD people: All own what we all do | Take responsibility for what we do | Understand our role in the big picture, who can help us and who we can help | Navigate through ambiguity and the opportunity it brings to create better ways of doing things | Act with integrity, courage and transparency | Celebrate our achievements and those of our clients

### Position Description approved by:

Deputy Chief Executive, Service Delivery
Service Delivery

We work together to make a difference for New Zealanders. Whether that’s helping someone get sorted financially so they can study, supporting someone into work, ensuring support is there for someone who can’t work, helping one of our seniors by granting their entitlement to New Zealand Superannuation, or giving New Zealanders confidence that the system they fund is being used by people in genuine need.

We do this through five key groups: Client Experience and Service Design, Client Service Delivery, Client Service Support, Community Partnerships & Programmes, and Strategy & Change. Whatever part of Service Delivery we work in, we have a role in delivering services and making a difference for more than a million clients.

Purpose of the Position

The Customer Service Representative provides an accessible, comprehensive service for Ministry of Social Development enquiries, delivering a high standard of service excellence and quality interactions.

Customer Service Representatives assist clients by
• responding to requests for information
• listening and providing all the financial and other support needed by the client
• processing, updating and managing client information
• making outbound contact where required on specific topics or campaigns
• providing support to assist with wider MSD services as required

A Customer Service Representative establishes each client’s needs in a timely and efficient manner, and is required to have a wide range of knowledge about Ministry of Social Development products.

Working Relationships

Internal:
• Staff and managers in Contact Centre Services and other Service Delivery offices
• Staff and managers from other MSD units

External:
• Clients and customers of MSD
• Other agencies
• Employers and other providers
• The general public
Key Accountabilities

Knowledge
- Maintains up to date knowledge of MSD’s products and services, local labour markets, contracted providers and wider social services to ensure they can provide all the assistance available for clients

Interaction and communication with clients
- Culturally aware, and uses an open, courteous and empathetic manner in all interactions to build trust and rapport with clients and ensure they are listened to and understood.
- Shows Manāakitanga: welcomes and makes clients feel at ease to facilitate open engagement and demonstrate Service Delivery’s desired client culture

Assessing needs
- Listens empathetically and gathers information from clients using open ended questions and active listening skills to understand their unique needs and assess which products and/or services would be the most appropriate

Provide financial assistance
- Provides accurate advice and assistance to resolve the client's immediate needs
- Provide all the help available within MSD operational policy to ensure clients receive appropriate financial assistance for their needs
- Makes good decisions, taking into account each client’s situation and the potential impacts of decisions made, to ensure the client/client and their family are supported

Referral to specialist services
- Connects clients to internal and external providers of specialist services using MSD’s formal referral process to help clients with specific needs achieve their potential outcomes

Promoting self-service
- Encourages the use of self-services for clients to improve their ability to access our services

Influencing
- Works with clients to influence them to take up employment, training or other opportunities where appropriate, in order to help each client to maximise their potential

Proactive Transitional Support
- Proactively provide clients who have recently stopped receiving financial assistance from MSD with continued advice and access to MSD’s resources to support sustained independence

Maintain up-to-date records and client privacy
- Maintain complete, concise and up-to-date client record information to inform effective decision making that supports the client and ensures a consistent client experience across MSD’s delivery channels.
- Ensures client information is stored securely and only disclosed to those with appropriate authority, to protect client privacy at all times
Safe and healthy

- Understands and adheres to MSD health, safety and security (HSS) policies and procedures. Implements HSS accountabilities at work to keep themselves, colleagues, clients and others safe and well.
Technical/Professional Knowledge and Experience

- Sound knowledge of relevant legislation/regulations/policies and how it applies
- Excellent verbal communication style and active listening skills
- Ability to adapt communication style to a range of situations
- Able to demonstrate an ability to provide good customer service
- Excellence in customer service and people relationship skills
- Takes accountability for quality and accuracy
- A good level of computer literacy and keyboard skills
- A good level of numeracy and literacy skills
- Able to analyse information and solve problems
- Effective interpersonal and team skills
- Proficient in using IT and Business applications
- Strong self-management skills
- A high standard of personal presentation
- Ability to adapt to a busy and changing environment

Leadership Behaviours

Hononga: Connecting to the why
To connect physically, socially and spiritually, we connect everything we do to why we’re doing it and the picture of the future – to help people understand where we’re going and why.

Manakahitanga: Looking after each other
Support, honest, trust, inclusion, kindness, generosity - the process of showing respect and care for others. Care for a person’s mana (well-being, in a holistic sense). Building and nurturing a supportive and caring environment.

Whakawhanangatanga: Building relationships
The process of getting to know one other, establishing relationships and relating well to others. Creating a relationship through shared experiences and working together to provide a sense of belonging. The ability to recognise strengths within a team and as individuals, working collaboratively and collectively.

Kotahitanga: Working as one
Unity, togetherness, solidarity, collective action. A collaborative response towards a commonly held vision, goal or other such purpose or outcome.

Whakanui: Celebration
To celebrate, honour by unity, togetherness, solidarity, collective action.

Additional Requirements

- Recognises and understands the Ministry’s obligations under the principles o Te Titiri o Waitangi, when considering the circumstances and issues facing Maori and others in the communities the Ministry works with
- Welcomes and values diversity and contributes to an inclusive working environment where differences are acknowledged and respected