**CUSTOMER SERVICE REPRESENTATIVE**

Location: Tauranga

Reports to: National Administration Manager

Key Relationships: Enquiring families, Centre Managers, Administrators

**WHAT YOU’LL DO**

* Respond and follow up on communications from enquiring families via telephony, emails, webchat and other social media platforms
* Provide amazing support to centres to ensure best practice in customer service with enquiries, administration processing and MoE Funding requirements are met
* Despatch enrolment information as required
* Keep up to date knowledge of new centre developments
* Know your customers and our centres; ensure you are fully available to support with any queries they may have or information they require
* Ensure all enrolments, booking changes, attendance records and all other paperwork is entered and processed accurately as per the MOE guidelines
* Participate and contribute to team meetings and activities
* Be a great communicator
* Role model our values, inspire and motivate others to high performance
* Be curious, show courage, determination and resilience
* Understand and adhere to legal, compliance and regulatory frameworks
* Act as one team - collaborate with others to achieve the best results for our people and tamariki

**HEALTH & SAFETY**

* Actively promote and role model health & safety awareness
* Complete health & safety training as required
* Identify, report and escalate risks, health, safety and environmental hazards

within the workplace and take appropriate action

* Understand and meet, any legally binding health & safety regulations relevant to the workplace

**THE SKILLS, KNOWLEDGE AND EXPERIENCE YOU’LL NEED**

* 2 + years experience in a general office administrative role
* An understanding of the ECE sector would be advantageous as well as the APT childcare software
* Demonstrate high attention to detail
* Experience using the Microsoft office suite
* Ability to function at a high level in a busy environment
* Maintain professional and respectful relationships with colleagues across the organisation
* Demonstrate a passion for and a commitment to providing exceptional administrative support to our teams
* Good verbal and written communication skills
* Self-motivated, innovative, reflective and prepared to think beyond the boundaries
* Be results orientated
* Strong organisational and time management skills