

POSITION DESCRIPTION

Position: Customer Service Administrator

Responsible to: Customer Services Manager

Duties:

1. Telephone, reception and e-mail support.
2. Scheduling and administration of field staff.
3. Administration support to the Field Services team.
4. Stakeholder engagement and relationship management support.
5. Database management.
6. General clerical & office duties.
7. Undertake other duties as dictated by the changing needs of the business.

Scope of Work:

The following activities are representative of the scope of the work that the Customer Service Administrator will undertake.

- Receiving and redirecting queries received via reception, phones or e-mail.
- Administration of field work, including receiving, logging, dispatching and closing of jobs.
- Scheduling of work for fault response, contracting and other field staff.
- Invoicing.
- Debtors management.
- Cashiering.
- Database management.
- Contract administration.
- Checking and processing of daily timesheets and vehicle reports for field staff.
- Electricity Network administration support including connection approvals, outage reporting and analysis, and asset inspection notices.
- Arranging and implementing the advertising of planned power outages.
- Produce monthly reports based on data input as required.
- Assist in the maintenance of the Electricity Authority Registry.
- Help manage key business relationships including Connected Consumers, Electricity Retailers, and Service Providers.
- Acknowledge and review customer complaints in accordance with the Utilities Disputes Ltd requirements.

- Communications and administration support for the Customer Services Manager, including active maintenance of the Company's social media accounts and internet presence.
- Administration support to other areas of the Company as required.
- Other activities as required.

As the position forms part of a small team of Customer Service Administrators, not all tasks will be performed by individuals at all times however tasks will be allocated or reallocated in accordance with the needs of the business.

Hours of Work

The position is 40 hours per week, with normal hours being 8am-4:30pm weekdays including half an hour break for lunch. The nature of the business means that work outside of these normal hours may be required from time to time.

The role requires the employee to maintain a full NZ Drivers licence.