

## Customer Support Administrator

### Position Description

The Teaching Council of Aotearoa New Zealand is the professional body for all teachers. We are independent, and act in the interests of teachers to enable and support leadership to teachers and direction for the education profession, including teacher education and continued professional and leadership development.

We establish and maintain criteria for teacher registration, standards for ongoing practice, and criteria for the issue of practising certificates of different kinds. Alongside this, we monitor and maintain the requirements relating to conduct, competence and impairment, and establish and maintain a code of professional responsibility for teachers.

### Our Vision

The Teaching Council will enable and support leadership by the profession to maximise the success of every learner in Aotearoa through highly effective leadership and teaching.

### Our Behaviours

- Whaihua i a tātou anō  
*Value our colleagues by listening and being open to what they say.*
- Mahi ngātahi  
*Work together with integrity by respecting each other and the profession*
- Whai whakaaro ki ngā mahinga katoa  
*Adopt a solution focussed attitude when working with others*
- Whakarangatira i ngā iwi katoa  
*Honour our bicultural partnership by being culturally competent*
- Whakaaturia te mana Māori me te Ahurea ki ngā reanga katoa o te Kaunihera  
*Demonstrate and foster leadership at all levels of the council*

### Our Values

- Whakamana  
*Empowering all learners to reach their highest potential by providing high-quality teaching and leadership*
- Manaakitanga  
*Creating a welcoming, caring and creative environment that treats everyone with respect and dignity*
- Pono  
*Showing integrity by acting in ways that are fair, honest, ethical and just*
- Whanaungatanga  
*Engaging in positive and collaborative relationships with our learners, their families and whānau, our colleagues and the wider community*

## Summary

Position Title	Customer Support Administrator
Reports To	Customer Support Administrator Team Leader
Financial Delegation	Nil
Direct Reports	Nil
Purpose	To be the front line advising teachers, professional leaders and the public on what the Teaching Council does; the registration, competence and conduct processes, the Code of Professional Responsibility, the Standards for the Teaching Profession, Trans-Tasman Mutual Recognition Act registration transfers, statements of professional standing, professional development, teacher education programme accreditation, Education Sector Leadership and kahui ako/communities of learning. We give excellent levels of customer service and a professional experience, we answer the call quickly, we answer the question efficiently and we get it right first time.
Date	March 2021

## Key Relationships

External	Nature of relationship
Teachers	<ul style="list-style-type: none"> <li>Provides information</li> </ul>
Professional Leaders	<ul style="list-style-type: none"> <li>Provides information</li> </ul>
Public	<ul style="list-style-type: none"> <li>Provides information</li> </ul>
Overseas teaching bodies	<ul style="list-style-type: none"> <li>Provides information</li> </ul>
Internal	Nature of relationship
Customer Support Administrator Team Leader	<ul style="list-style-type: none"> <li>Reports to, supports, informs, and advises</li> </ul>
Executive and Management teams	<ul style="list-style-type: none"> <li>Supports, informs, and advises</li> </ul>
Employees	<ul style="list-style-type: none"> <li>Supports, informs, and advises</li> </ul>

## Key Result Areas

Jobholder is responsible for	Jobholder is successful when
<p><b>Customer Service</b></p> <p>Providing excellent levels of customer service to external and internal customers.</p> <p>Contributing to continuous improvement on levels of service.</p>	<ul style="list-style-type: none"> <li>All Teaching Council customers, both internal and external, are supported in their queries and receive a professional experience when engaging with the Contact Centre.</li> <li>Positive and effective relationships with all Council's employees and customers are established and maintained.</li> <li>Contributions are made to a Continuous Improvement register, capturing suggestions for system and process improvements.</li> </ul>
<p><b>Customer Enquiries</b></p> <p>Responding to customers queries and keeping records updated.</p>	<ul style="list-style-type: none"> <li>Customer queries are answered quickly and efficiently in line with the channel of communication used and any key performance indicators defined.</li> </ul>

	<ul style="list-style-type: none"> <li>• The Teaching Council Register ECR/Salesforce is updated with enough detail for each customer contact made.</li> <li>• Customers are referred to the correct source for information if the question cannot be answered in the first instance.</li> </ul>
<p><b>Customer Information Updates</b> Keeping updated records of contact details for customers.</p>	<ul style="list-style-type: none"> <li>• ECR/Salesforce is updated with current contact details for customers when they advise us.</li> <li>• All physical mail returns are recorded against the customer in ECR/Salesforce and address details updated as appropriate.</li> <li>• Notes made in ECR/Salesforce for any actions taken.</li> </ul>
<p><b>Customer Applications</b> Providing accurate and timely information about applications to customers.</p>	<ul style="list-style-type: none"> <li>• Applications and supporting information are curated for passing through the registration process.</li> <li>• Evidence of identity is assessed as per the NZ government identity standard.</li> <li>• Customers who do not meet the identity standard are provided with advice on what was wrong and how to get it right.</li> <li>• Customers providing information to attach to their application are advised if there is anything else outstanding.</li> <li>• Customers not meeting the Induction &amp; Mentoring requirements are advised of their options in a timely manner.</li> <li>• Customers calling about the status of their application are provided with the right advice about the disposition of their application and how long it may take to complete.</li> </ul>
<p><b>Customer Complaints</b> Providing guidance about complaints to customers.</p>	<ul style="list-style-type: none"> <li>• Callers wanting to lodge a complaint are advised of the relevant complaints process and referred to the correct manager.</li> <li>• All complainant details are recorded and provided to the relevant manager and ECR/Salesforce updated if complainant is a teacher.</li> </ul>
<p><b>Health, Safety and Wellbeing</b> Complying with the responsibilities under the Health and Safety at Work Act 2015.</p>	<ul style="list-style-type: none"> <li>• A healthy, safe and wellness-oriented workplace is maintained by setting a good example to team members in relation to HSW practices and policies.</li> <li>• Health and safety issues that may impact on the team or wider organisation are identified and reported.</li> </ul>

## Person Specifications

Qualifications	
Essential	Desirable
	Tertiary qualification or relevant vocational equivalent

Knowledge and Experience	
Essential	Desirable
1 year of experience in a high-volume customer support environment	Experience working in an Education Sector organisation
Experience using different application packages (MS Office, Database applications, Unified communication applications)	Experience in a member based professional body environment
Experience taking queued calls from an Automated Call Distribution system	Experience using market leading Customer Relationship Management (CRM) application(s)
Knowledge of communication channels and tools	
Key Skills	
<b>Expert Level</b> <ul style="list-style-type: none"> <li>Relationship Management</li> <li>Customer Service</li> </ul>	
<b>Advanced Level</b> <ul style="list-style-type: none"> <li>Ability to balance creativity with pragmatism</li> <li>Ability to work independently and as part of a team</li> <li>Verbal and written communication</li> <li>Time management and prioritisation</li> <li>Results-oriented</li> </ul>	
<b>Working Knowledge</b> <ul style="list-style-type: none"> <li>Te Tiriti o Waitangi and its relevance and application in the workplace and the education sector</li> <li>Te reo Māori</li> <li>Privacy and information security</li> </ul>	