

SECTION 1: Title and Reporting Relationships

Position title:	Customer Care Specialist	Location:	Auckland Hub
Business unit:	Operations	Organisation unit:	Tahua Group Ltd
Reports to:	Customer Services Manager		

Primary Purpose:

The purpose of this role is to actively contribute to the Tahua values-based vision to 'Create a great Kiwi business'.

The role of Customer Care Specialist will contribute to this vision by providing first class support and service solutions to all Tahua customers ensuring our promises are met and customers are left feeling delighted from each interaction. You will work directly with customers through all communication channels including but not limited to, email, online chat, social media and telephone.

Embracing the core values of 'Whananungatanga' (achieving as a team), 'Manaakitanga' (Generosity of spirit, compassion and respect) and 'Better' (constantly seeking ways to be better), you will collaboratively work to achieve the KPI's as set out in the attached document and in the Role Accountabilities below.

A high performing contact centre is achieved through the establishment and meeting of KPI's (Key Performance Indicators) which you will be monitored on and accountable for achieving.

SECTION 2: Role Accountabilities

Customer Care

- Resolve all customer enquiries and complaints to the required quality standard and as per the KPI's set. These KPI's may change over time to meet the needs of the business and shall be discussed with you prior to any changes being made.
- Proactively follow up customer enquiries where necessary in the required timeframes as set out in the KPI's
- Prioritise incoming phone calls and live chats over other channels (emails/ social) as these channels are equivalent to a customer in store/ in person and require immediate attention.
- Treat all enquiries as potential sales opportunities.
- Provide customers with relevant product and service information.
- Provide customers with relevant app and loyalty program support.
- Liaise with the Distribution Centre and Courier providers regarding online orders and returns.
- Research required information using available resources, systems and/or department experts.
- Follow brand escalation processes to bridge the connection between the customer and the store/restaurant networks.
- Be a true ambassador for the brands of Tahua Group Ltd

Performance

- Actively participate in regular performance monitoring/ feedback sessions
- Proactively suggest improvements to process or personal performance in order to achieve required KPI's.
- Achieve required KPI's while ensuring all quality metrics are achieved/ maintained.

Customer Database & Documenting Procedures

- Accurately enter new customer information into the relevant company systems.
- Maintain up to date records of existing customer information.
- Record details of enquiries, comments and complaints ensuring the information is thorough and accurate.

Reporting

- Assist with reports and any other analysis requested by line manager.

Communication

- Build effective relationships with all internal stakeholders and external customers.



- Ensure all communication is concise and delivered in the required time frames as detailed in the KPI's, covering all points relevant to the receiver/s.
- Ensure all communication is professional and appropriate for its intended audience.
- Respond to all customer queries no matter which channel they reach out on including but not limited to; email, online chat, social media and telephone.

Other

- Ensure effective support is provided to the marketing and operating teams of each Tahua business in relation to customer related issues.

Health & Safety

- Comply with relevant legislation in relation to your own duties and work environment, including observing all internal safety procedures and policies, adopting healthy and safe work practices, reporting any hazards or accidents and ensuring that no action or inaction by you while at work, shall cause harm to yourself or any other person.

SECTION 3: Key Relationships

People and organisations both inside and outside of the company that this position would be required to manage relationships with.

Internal

- Merchandise
- Planning
- Logistics/DC
- IT
- Operations (Stores/Restaurants)
- Digital and Marketing

External

- Customers
- Courier providers

SECTION 4: Skills & Qualifications, Knowledge, Behaviours

Skills & Qualifications

- Background in retail and/or hospitality advantageous
- Previous experience in a customer service role or call centre using Zendesk is desirable
- Proficient in Word and Excel
- Good data entry and typing skills
- Proven experience in adopting new technologies/programmes easily

Knowledge

- Knowledge of online / e-commerce beneficial but not essential
- Excellent written and verbal communication skills
- High level of accuracy and attention to detail
- Good knowledge of retail, hospitality, online shopping, and social messaging sites such as Facebook is desirable
- Works well under pressure

Behaviours

- Strong interpersonal skills
- Strong organisational and multi-tasking skills
- Works well under pressure and to tight deadlines
- Consistently strives to exceed expectations/ KPI's and targets
- Flexible attitude and able to take initiative
- Excellent problem solver coupled with a 'can do' attitude
- Positive, patient, calm and empathetic
- Competent in dealing with conflict
- Collaborative team player
- Be a supportive team member that aims to not only achieve their own targets but those of the wider team

SECTION 5: Our Values



Whanaungatanga

Whanaungatanga is a Māori value that perfectly sums up our approach. We believe that Tahua is a close community and that only together can we achieve our shared goals. This important sense of connection and embracing relationships around us, caring for one another, is more than just camaraderie or friendship – it’s making everyone, including new people to the business, feel welcome as part of our wider family. We trust and support each other, recognising that we are connected and united together as we focus on bringing our vision to life. We want everyone to feel like they belong and can bring their whole, authentic selves to work.



Manaakitanga

An important principle of Māori culture of hospitality, manaakitanga symbolises generosity of spirit, compassion, respect and a welcoming place to create and share experiences. We recognise and respect the skills, experiences and value of our teammates and colleagues, seeking to put aside differences as we work together towards our shared vision. Our genuine love of hospitality in our business means we give our time, knowledge and energy generously to each other, seeking to learn from each other and never missing an opportunity to celebrate our successes together.



Better

Our third value reflects our strive for continuous improvement in every aspect of what we do, steering away from complacency and apathy. By its very definition, ‘better’ is constantly evolving and shaping, and reflects our approach to business. What was better today, looks different to what may be ‘better’ tomorrow. It doesn’t always mean big leaps or changes, we all have the ability to seek out small, incremental improvements to be better. It’s a personal choice we make every day, whether in business or in our personal lives – how can I/we be better today?

SECTION 6: Confirmation

This position description has been discussed and agreed:

Manager: _____

Incumbent: _____

This job description is compiled as a guide for your position to ensure both management and you are aware of the day-to-day requirements in this role. It does not in any way limit the use of your entrepreneurial skills or other projects and tasks initiated by your manager

Date: _____

SECTION 7: Office Use Only

Author:

Approver:

Date:

Amended by:

Approved By:

Date:

MM Code:

