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| Customer Service RepresentativeClient Service Support  |
| Our purpose **Manaaki tangata, Manaaki whanau**We help New Zealanders to be safe, strong and independent |
| Our commitment to MāoriAs a **Te Tiriti o Waitangi** partner we are committed to supporting and enabling Māori, whānau, hapū, Iwi and communities to realise their own potential and aspirations. |
| ****Our strategic direction**** |
| **Mana manaaki**A positive experience every time | **Kotahitanga**Partnering for greater impact | **Kia takatū tātou**Supporting long-term social and economic development |
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| ****Our Values**** |
| **Manaaki**We care about the wellbeing of people | **Whānau**We are inclusive and build belonging | **Mahi tahi** We work together, making a difference for communities | **Tika me te pono**We do the right thing, with integrity |
| ****Working in the Public Service****Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āianei, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi. In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi.  We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work. |
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| The outcomes we want to achieve |
| New Zealanders get the support they require | New Zealanders are resilient and live in inclusive and supportive communities | New Zealanders participate positively in society and reach their potential |
| We carry out a broad range of responsibilities and functions including |
| * Employment, income support and superannuation
* Community partnerships, programmes and campaigns
* Advocacy for seniors, disabled people and youth
 | * Public housing assistance and emergency housing
* Resolving claims of abuse and neglect in state care
* Student allowances and loans
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| ****He Whakataukī\***** |
| Unuhia te rito o te harakekeKei hea te kōmako e kō?Whakatairangitia, rere ki uta, rere ki tai;Ui mai ki ahau,He aha te mea nui o te ao?Māku e kī atu,He tangata, he tangata, he tangata\* | If you remove the central shoot of the flaxbushWhere will the bellbird find rest?Will it fly inland, fly out to sea, or fly aimlessly;If you were to ask me,What is the most important thing in the world?I will tell you,It is people, it is people, it is people |
| **\*** We would like to acknowledge Te Rūnanga Nui o Te Aupōuri Trust for their permission to use this whakataukī |

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| Position detailOverview of positionThe 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.LocationVarious Reports toService Manager Contact Centre Services  |
| Key responsibilities**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.
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| Embedding Te Ao Māori * Embedding Te Ao Māori (te reo Māori, tikanga, kawa, Te Tiriti o Waitangi) into the way we do things at MSD.
* Building more experience, knowledge, skills and capabilities to confidently engage with whānau, hapū and iwi.

Health, Safety and Security* Understand and implement your Health, Safety and Security (HSS) accountabilities as outlined in the HSS Accountability Framework
* Ensure you understand, follow and implement all Health, Safety and Security and wellbeing policies and procedures

Know-how* Sound knowledge of relevant legislation/regulations/policies and how it applies
* 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
* Proficient in using IT and Business applications
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| Attributes* Strong self-management skills
* A high standard of personal presentation
* Ability to adapt to a busy and changing environment
* Able to demonstrate an ability to provide good customer service
* Excellence in customer service and people relationship skills
* Excellent verbal communication style and active listening skills
* Effective interpersonal and team skills
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| Key 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
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| Other Delegations* Financial – No
* Human Resources - No

Direct reports - NoSecurity clearance - NoChildren’s worker - NoLimited adhoc travel may be required**Position Description Updated:** March 2021 |