

CUSTOMER SPECIALIST

WHO WE ARE - KO WAI MĀTOU

At Farmlands - Te Whenua Tāroa, our vision is to be the 'go-to' for everyone connected to our land. We're always backing Kiwi's – rain or shine, year in, year out. We work as one – we help each other, we win together. We're rural people supporting our rural communities looking after our land and our people.

OUR VALUES – NGĀ UARATANGA

Be you - mōu ake

It takes all sorts to make an awesome team. Diversity, different perspectives and a fresh approach to problems make everyone in the team stronger. It's not who you are or what you look like, it's all about what you bring to the table that matters.

Minds open - hinengaro tākoha

We came from a generation of greatness. It gives us the solid foundation to move on, focus on the future and use our creativity and ingenuity to build Farmlands for the next generation.

See it through - whakamaua kia tina

We're a team. United through our love of the land and the communities we serve. We back ourselves, each other, and get behind the decisions we make together.

POSITION PURPOSE – TE PŪTAKE O TE TŪRANGA

Reports to - Kaiwhakahāere:	Customer Hub Lead
Your Team – To tīma:	Customer Experience
Direct reports - Kaimahi:	No

The purpose of the Customer Specialist is to action administration duties required for the effective processing of new Farmlands account applications, loan applications and documentation, withdrawal requests and general Farmlands accounts and card maintenance.

KEY ACCOUNTABILITY AREAS – NGĀ WĀHANGA MAHI

Safety and wellbeing - Haumarutanga

Actively contribute to a safety-first culture by:

- Keeping yourself and others safe, and participating in safety and wellbeing activities
- Speaking up if you see something that is not and could injure yourself or others in the workplace
- Ensuring that all KPI's, policy and procedure requirements related to safety and wellbeing are completed on time and in full, every time

General – Whānuitanga

- Process Farmlands applications. This includes reviewing applications to ensure legal requirements are met, researching queries as required and entering account details such as, but not limited to, shares transactions and credit information including PPSR registrations.
- Process and review applications for completeness and follow-up with the applicant and, or, other parties as necessary.
- Process withdrawn account requests including, for example, changing account and, or, card statuses, ordering expired cards and paying out shares.
- Conduct identity checks where applicable, ensuring compliance with relevant legislation.
- Daily maintenance of existing account details including name and address changes, suspending accounts.
- Daily processing of existing card details including adding, deleting, replacing, hot-listing and suspending cards.
- Banking activities, as required.
- Regular updating of the share register including share transfers, splits and mergers.
- Assist with, and, or prepare reports for the directors and other staff as and when required.
- Communicate with solicitors and, or, other parties, regarding, for example, deceased estates, marriage splits, PPSR security, etc. as required.
- Communicate with accountants regarding share and bonus rebate information as required.
- Assist with shareholder communication and credit authorisations.
- Assist the Credit Managers, as required, with the assessment of credit related applications within Farmlands.
- Assist with queries from Shareholders, Vendors and other internal and external parties as required.
- Provide a record of significant communication including but not limited to account holders, solicitors and Farmlands employees in the CRM.
- Administration tasks, including filing and research as required.
- Assist other teams as required to meet operational needs and deadlines and other duties as requested by the Administration Manager.

Professional Development - Whakawhanaketanga

Continue to develop personally and professionally by:

- Maintaining regular contact with manager to discuss progress and performance, seek feedback and address development areas
- Engaging with Farmlands performance development process, recording progress and goals
- Being a positive supporter and leader of change initiatives
- Ensuring all training requirements are completed as required

These may change from time to time to meet operational or other requirements.

WHAT YOU'LL BRING - ĀU ĀPITITANGA KI TE TŪRANGA

Experience - Āu tautōhitotanga

- Business administration or similar relevant qualification (or equivalent work experience).
- Previous administration experience within a credit or finance environment desirable.
- Data entry and account reconciliation experience highly desirable.

Skills – Āu pūkenga

- Proficient computer skills, including Microsoft Office applications.

Personal Attributes – Ōu āhuatanga

- A superior communicator with an ability to liaise to a high standard with a variety of stakeholders
- Flexible and adaptable.
- Works well under pressure, with a high level of organisational and time management skills.
- Team player with the ability to work closely and collaboratively with other leaders.
- Integrity and high personal and professional standards.
- Analytical, high levels of accuracy and attention to detail.