

CUSTOMER ADVISOR

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 tīna

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

Our Customer Advisors provide unbeatable, engaging and effortless customer experiences through a range of touchpoints and channels (phone, email, chat, social etc). They put our shareholders at the heart of all their decisions, take ownership, consistently build loyalty and deepen partnerships. Our advisors are customer obsessed and curious; finding ways to make each shareholder experience unbeatable and collaborating with wider teams to ensure we show up better each day. As well as resolving enquiries, our advisors will actively add more value to our shareholder relationships through digital adoption, building on our partner network (bill throughs, card partners) and educating our shareholders about the benefits of Farmlands.

KEY ACCOUNTABILITY AREAS – NGĀ WĀHANGA MAHI

Safety and wellbeing -

Actively contribute to a safety-first culture by:

Haumarutanga

- 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

- Put the shareholder at the heart of all decisions through being available, proactive and committed
- Experience to serving our shareholder needs in all touchpoints and channels when and where demand requires.
- Work over a range of touchpoints and channels. This could include: Inbound and outbound phone calls, emails, SMS, Virtual Chat. Social media channels, Case and Task allocation in CE and face to face
- Help grow shareholder success through taking ownership to solve shareholder queries end to end within delegated level of responsibility and escalating for support when required.
- Digitally adopt shareholders through a range of touchpoints and channels ensuring they are future fit and educated to self-serve.
- Build loyalty and relationships through promoting rewards programmes, the value of Farmlands and our unique partnerships.
- Educate and support our shareholders to enable them to effectively do business with us. For example, responding to requests for forms and copies of documentation, explanations of payment methods, website and app enquiries etc.
- Be a champion for Farmlands' value and brand through engaging, empathetic and customer centric experiences and interactions.
- Identify opportunities and actively participate in improving processes, policies, customer experiences and first contact resolution.
- Utilise every contact opportunity to improve the quality of the data held in Farmlands Customer Relationship Management software. Updating these records where appropriate.
- Participate in initiatives and additional administrative tasks as required.
- Add value to Farmlands and our shareholders through promoting the benefits of Farmlands. For example, promoting our partnerships, selling products and services, bill throughs, engaging with prospective shareholders, participating in seasonal campaigns.
- Have comprehensive knowledge and application of skills in a variety of contexts (for example NRM, Fuel, General enquiries, member administration)..
- Actively contributes to and be accountable for individual Key Performance Metrics and support team targets and ambitions.

Professional

Continue to develop personally and professionally by:

Development -

Whakawhanaketanga

- 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

- Experience and qualifications Experience in customer experience, service or sales.
- A passion for rural, farming, agricultural, horticultural or other related industry is desirable.
- Experience in problem solving, ownership and resolving enquiries through to the end.

Skills – Āu pūkenga

- Microsoft office suite and core CRM system application.
- Strong numerical, written and verbal literacy skills.
- Strong attention to detail and accuracy.
- Excellent verbal and written communication skills.

Personal Attributes – Ōu āhuatanga

- Is truly shareholder obsessed by putting them at the heart of all your decisions.
- Thrives in a fast-paced environment.
- Can connect with a diverse range of people.
- Systematic and has an analytical approach to problem solving.
- Exuding passion and energy to bring our ambitions for unbeatable customer experiences to life.
- Takes ownership, committed to continuous improvement and self-learning.
- Has a passion for working day-to-day within a team that thrives off sharing knowledge and expertise.
- Loves a variety of work and strives for continuous development.
- Flexible, adaptable and able to pivot and respond to the changing needs of our shareholders.
- Willing to embrace agile mindsets and methodologies.