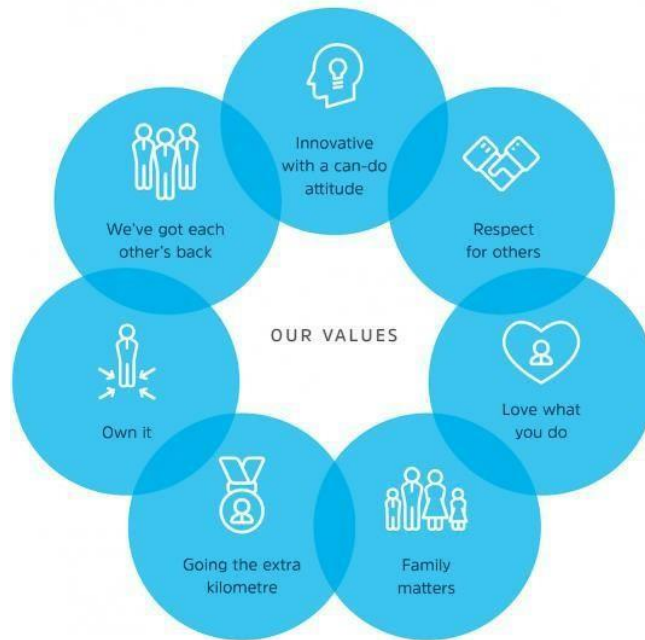


# Draft Position Description

Position:	Customer Coordinator
Reports to:	Customer Coordinator Lead
Location:	Hastings
Group:	Switched On Housing
Direct Reports:	Nil

Values:



Financial Authority to Act:

Decision Authority to Act:

## Position Description and KPI Acknowledgement

Your general duties include those outlined in this position description and may be reviewed and updated from time to time in consultation with you. You will also be required to undertake any other duties that are within your ability to perform, if asked to do so.

I have read, understood and agree to comply with the above position description and KPI's.

Employee Signature:

Date:

# Key Performance Indicators – Functional Accountability Chart

Area of Accountability	Core Responsibilities and Typical Activities	Measurement of Performance
Purpose	The Customer Coordinator is responsible for the coordination of all customer requests, from when the work order request is raised, dispatching the appropriate trades right through to invoicing and closure, and ensuring that the customer is happy with the service provided.	
Values	Demonstrates Switched On' values daily and is passionate about Enhancing the Environments of Kāinga Ora Customers	<ul style="list-style-type: none"> <li>Adherence to the Switched On Values</li> </ul>
Professional Development	Undertakes professional development required to meet expectations of role	<ul style="list-style-type: none"> <li>Consistent with 1:1 and annual milestone achievements</li> <li>BHAG goals achieved</li> </ul>
Soft Skill Application	<ul style="list-style-type: none"> <li>Manages time &amp; resources appropriately to ensure that all simultaneous tasks are delivered on time</li> <li>Communicates both internally and externally relies on their written &amp; verbal communication skills to reach and influence the desired outcome.</li> <li>Willingness to implement change</li> <li>Thrives in a changing and fast paced environment and embraces the use of technology as an enabler to allow them to be more productive.</li> </ul>	<ul style="list-style-type: none"> <li>Successfully manages multiple tasks at the same time to deadline.</li> <li>Uses written and oral communication to successfully communicate with customers &amp; Kāinga Ora</li> <li>Adapts well to change</li> <li>Embraces technology and looks for ways to do things more productively</li> </ul>
Customer Experience	<ul style="list-style-type: none"> <li>Working on behalf of Switched On Housing together with Kāinga Ora to build positive relationships in the homes &amp; communities that we serve.</li> <li>Manage Customer Feedback</li> <li>Proactively access, clarify and validate customer's needs on an on-going basis</li> <li>Monitor to ensure that the customer's needs are being meet in line with what was promised</li> </ul>	<ul style="list-style-type: none"> <li>Positive feedback from customers</li> <li>Positive feedback from Kāinga Ora</li> <li>Customer Feedback resolved within expected timeframes</li> <li>Customers' needs proactively assessed, clarified and validated</li> <li>Customers and Kāinga Ora acting as advocates of Switched On Housing.</li> </ul>
Health & Safety	Championing Health & Safety working with the Health & Safety Team to ensure that Policy and processes become part of daily practice,	<ul style="list-style-type: none"> <li>All Hazards Identified and Mitigated</li> <li>Actively report Incidents and Accidents within 24 hours of occurrence</li> <li>Known as a role model at Switched On for promoting a positive attitude to safety not just for self but for others too.</li> <li>No Serious Harm Injuries</li> <li>Actively seek out and pursue health</li> </ul>

a nd safety improvements

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<ul style="list-style-type: none"> <li>• Work Management System</li> </ul>	<ul style="list-style-type: none"> <li>• Become fully conversant with the functionality and use of the Switched-On in-house work management system, how it interfaces with Kāinga Ora and with our trades</li> </ul>	<ul style="list-style-type: none"> <li>• Able to successfully navigate work management, and complete all required tasks</li> </ul>
<ul style="list-style-type: none"> <li>• Coordinating Kāinga Ora Customer Requests</li> </ul>	<ul style="list-style-type: none"> <li>• Coordinate all customer work orders issued from Kāinga Ora right through to invoicing / closure</li> <li>• Understand the Kāinga Ora and Switched On Housing Customer</li> <li>• Understand the Switched-On trades work force, the specific trade skills of each, which locations they work in; and the work-flow capacity they have available</li> <li>• Maximise efficiency of the trades and reduce disruption to the customer by</li> <li>• Enabling first time fix</li> <li>• Enhancing customer touch points</li> <li>• Maintaining accurate records</li> <li>• Dispatches appropriate trades</li> <li>• Action operational emails in timely manner</li> <li>• Allocate work within KPI timelines</li> <li>• Reporting as required</li> <li>• Appropriately escalates issues with solutions to appropriate person when required</li> <li>• Follows all processes established by Switched On Group accurately.</li> </ul>	<ul style="list-style-type: none"> <li>• Successfully Coordinate all work order requests from Kāinga Ora to schedule</li> <li>• All requests dispatched to the appropriate trade</li> <li>• Ensuring the appropriate trade checks are carried out for appropriate trade to meet the customers' needs</li> <li>• Accurately reviews job history</li> <li>• Prioritises the same trade to site where able</li> </ul>
<ul style="list-style-type: none"> <li>• Method and Measurement</li> </ul>	<ul style="list-style-type: none"> <li>• Analyse the invoicing for accuracy before processing</li> </ul>	<ul style="list-style-type: none"> <li>• Internal and external Audit requirements fulfilled</li> </ul>

## Key Internal External Working Relationships

The role will call on strong interpersonal skills to interface with other internal departments as necessary, to provide answers for our customers.

In addition to key relationships within the department, the incumbent is also required to form key partnerships internally.

## Key Competencies

Skill / Technical Competencies	<ul style="list-style-type: none"> <li>• Experience working in an office environment preferred</li> <li>• Experience in, or good understanding of the building trade environment preferred</li> <li>• Excellent computer skills with knowledge of data management software, Office 365 Full Suite.</li> <li>• Cloud Computing and ability to work remotely if required</li> <li>• Proven ability to problem solve and use initiative while working under prescribed processes</li> <li>• Proven time management skills</li> <li>• Able to work well and with tenacity when under pressure of completion deadlines</li> <li>• Ability to respond with tenacity at times while still providing excellent customer service</li> <li>• Clear verbal communication skills (telephone, email F2F)</li> <li>• Strong customer service ethic</li> <li>• Positive attitude with a high energy level, comfortable performing multi-faceted projects in conjunction with day-to-day activities</li> <li>• Resourceful, well-organised, highly dependable, efficient and detail oriented</li> <li>• Creative problem-solving skills</li> </ul>
Behaviour Competencies	<p><b>Service Excellence</b></p> <ul style="list-style-type: none"> <li>• Demonstrated Service Excellence Orientation</li> </ul> <p><b>Working Together</b></p> <ul style="list-style-type: none"> <li>• Contributes towards and encourages our people to think and behave in ways that meets our common goals</li> <li>• Has a clear understanding and supports divisional business priorities</li> </ul> <p><b>Administrative Efficiency</b></p> <ul style="list-style-type: none"> <li>• Strong written and verbal communication skills</li> <li>• Accurate with strong attention to detail</li> <li>• Organisational skills</li> <li>• Process driven</li> </ul> <p><b>Personal Effectiveness</b></p> <ul style="list-style-type: none"> <li>• Ability to manage and motivate yourself to deliver results</li> <li>• Initiative, enthusiasm and ability to work without direct supervision</li> <li>• Conflict resolution and negotiation</li> <li>• Well-developed and proven judgement and problem-solving skills</li> <li>• Reputation for reliability and honesty</li> </ul> <p><b>Planning and Organising</b></p> <ul style="list-style-type: none"> <li>• Excellent Time management</li> <li>• Able to work well when under pressure of completion deadlines</li> </ul> <p><b>Understanding Switched On</b></p> <ul style="list-style-type: none"> <li>• Understands our group of companies, our objectives, partners, customers, systems and processes and the opportunities for sales. They incorporate and understand the values of Switched On by focusing on the development of our business with capability attraction and retention from a commercial perspective</li> </ul>