# Customer Support Officer

## Charities Services, Service Delivery and Operations

In Charities Services we promote trust and confidence in charities, encourage good governance, support charities’ efficiency and effectiveness and require charities to comply with their obligations under the law. We register and monitor charities and build sector capability to comply with the law by providing guidance material, online and print resources.

The purpose of the Customer Support Officer role is to provide pro-active, highly responsive administrative and clerical support to Charities Services teams and customers.

* Reporting to: Team Leader Customer Support

Location: Wellington

* Salary range: Delivery D

What we do matters – our purpose

Our purpose is to serve and connect people, communities and government to build a safe, prosperous and respected nation.

In other words, it’s all about helping to make New Zealand better for New Zealanders.

How we do things around here – our principles

|  |  |
| --- | --- |
| This is an icon for our three principles, 'We make it easy, we make it work,' 'We're stronger together,' and 'We take pride in what we do.' | We make it easy, we make it work * Customer centred
* Make things even better
 |
| We’re stronger together * Work as a team
* Value each other
 |
| We take pride in what we do * Make a positive difference
* Strive for excellence
 |

Working effectively with Māori

Te Aka Taiwhenua – our Māori Strategic Framework – enables us to work effectively with Māori. Te Aka Taiwhenua is underpinned by our mātāpono – Kotahitanga, Manaakitanga, Whānaungatanga, He Tāngata.

As DIA is an agent of the Crown, Te Tiriti o Waitangi/The Treaty of Waitangi is important to everything we say or do. We recognise it as an enduring document central to New Zealand’s past, present and future. Building and maintaining meaningful relationships is important to work effectively with Māori, stakeholders and other agencies. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

| What you will do to contribute | As a result we will see |
| --- | --- |
| **Customer support*** Complete data entry, mail handling, scanning and photocopying as required
* Initial processing and reviewing of applications, annual returns, notices of change and other documentation
* Undertake tasks related to the implementation of New Reporting Standards
* Liaise with customers by telephone or e-mail in relation to applications, annual returns, notices of change, other documentation and queries
* Prepare routine correspondence and reports
* Apply the full range of Microsoft office software such as MS Word, PowerPoint and Excel to develop documents and presentations
* Establish and maintain effective relationships with stakeholders
* Undertake other support duties as required by Charities Services
 | * All work is undertaken according to business rules, policies and procedures
* Systems are in place to keep track of work actioned and to be done
* Support provided meets the team’s needs
 |
| **Health and safety (for self)*** Work safely and take responsibility for keeping self and colleagues free from harm
* Report all incidents and hazards promptly
* Know what to do in the event of an emergency
* Cooperate in implementing return to work plans
 | * A safe and healthy workplace for all people using our sites as a place of work
* Health and safety guidelines are followed
 |

|  | Advise | Collaborate with | Influence | Inform | Manage/lead | Deliver to |
| --- | --- | --- | --- | --- | --- | --- |
| Who you will work with to get the job done |
| Internal | Customer Support team and Team Leader | ✓ | ✓ |  | ✓ |  | ✓ |
| GM, Charities Services Leadership Team and Team Leaders | ✓ | ✓ |  | ✓ |  | ✓ |
| All Charities Services and Contact Centre staff | ✓ | ✓ |  | ✓ |  | ✓ |
| External | Registered charitable entities | ✓ | ✓ | ✓ | ✓ |  | ✓ |
| Organisations applying for charitable entity status | ✓ | ✓ | ✓ | ✓ |  | ✓ |

| Your delegations  |
| --- |
| Human Resources and financial delegations | Nil |
| Direct reports | 0 |
| Statutory powers | Charities Act 2005 in accordance with the departmental delegations policy and delegations schedule |

| Your success profile for this role | What you will bring specifically |
| --- | --- |
| At DIA, we have a Capability Framework to help guide our people towards the behaviours and skills needed to be successful. The core success profile for this role is [Valued Contributor](http://www.dia.govt.nz/diawebsite.nsf/Files/DIA_Profile_Valued_Contributor_v7/%24file/DIA_Profile_Valued_Contributor_v7.pdf).**Keys to Success*** Customer Focus
* Continuous improvement
* Teamwork and peer relationships
* Action oriented
* Self-development and learning
* Functional and technical skills
 | **Experience*** Administration or data entry experience
* Customer service experience
* Experience in a government sector organisation would be an advantage

**Knowledge*** Demonstrate good knowledge of administrative policies and procedures

**Skills*** Demonstrate excellent keyboard skills and software literacy – Microsoft Word, Windows and Excel
* Demonstrate fast and competent data processing skills and experience in accurately inputting and retrieving data
* Demonstrate excellent attention to detail
* Communicate both orally and in writing in a clear and purposeful manner

**Education and Professional Memberships*** A secondary or tertiary qualification would be beneficial but not essential
 |