

Job Description

Welcome to Express Couriers

With a focus on customer service excellence, consistent delivery performance and innovation our reputation as a market leader is well deserved. Add to this a strong commitment to our people and we are truly a great place to work. If you're ready for a career within a company that fosters career advancement with great benefits, coupled with a fun culture – you're ready for Express Couriers.



CourierPost 

Pace 

Contract Logistics 

Job Title: Customer Service Representative

Job Details

Division	CourierPost	Location	Nationwide
Business area	Customer Services	Grade	CEA Grade 3
Reporting to	Customer Services Team Leader	Revenue	\$0 m
Direct reports	N/A	Expenditure	\$0 m
Total Reports	N/A	Last updated	February 2014

Job Purpose

The Customer Service Representatives' purpose is to provide an outstanding level of customer service and outcomes for customers as they deal with inquiries and requests for CourierPost products and services. The role will require the incumbent to be flexible to cover a range of customer service related duties within the Branch and will liaise regularly with other key areas within the business such as Fleet and Processing.

Our Game Plan

Express Couriers through its three businesses, CourierPost, Pace and Contract Logistics provides courier, freight and logistics services throughout New Zealand. We are a Kiwi business, owned by the NZ Post Group, run by Kiwi's and are a preferred service provider of Kiwi's.

We have started our journey towards our goal of 'Becoming a World-Class Kiwi Parcel Business'. Our Game Plan gives each one of us the responsibility for getting the essentials right, staying true to our values and aspiring to be better because our World-Class will help take New Zealand to a new level.

Our Values

One Team - We are one team, working collaboratively so that each of us plays our part in becoming a World-Class Kiwi Parcel Business. We understand and value each other's worlds, getting things done together. We celebrate success and work together as One Group.

Do What's Right – Always keeping the Customer front of mind, we look after our mates and act responsibly for our communities as well as protecting our environment. We treat the business like it's our own.

Raise the Bar – Rising to the challenge. It's about going the extra mile for our Colleagues and our Customers. Being excited about improving the way we do things. Getting stuck in to make it great and challenging the dumb stuff.

Make it Easy - Taking ownership and finding solutions for our customers. It's about making it simple and working together to get things done.



CourierPost

For over twenty years CourierPost has proudly served it's customers with the largest reach, most reliable network and most advanced technology, while continually defining itself as the market leader for New Zealand overnight courier services.

My team



Job Complexity

The role has a low to medium level of complexity; it requires customer queries received by the customer to be dealt with in the timeliest manner in order to meet company standards. There is a combination of frontline customer service, phone and email based customer service, basic administration/data entry and operational depot work processing customer freight to ensure it is ready for customers to collect. Customer needs must be balanced with ensuring minimal cost to the business in line with company policies and guidelines. The job holder is expected to provide general administration support services to the Branch Manager and team members to help the area run smoothly.

Job Discretion

There is a low level of discretion in the role, freedom to act is within company policies and guidelines, any customer issue involving financial amount must be escalated to the Customer Services Team Leader.

Key accountabilities

Safety & Wellbeing

- Drive continuous improvement of workplace health & safety performance by focussing on injury prevention and early intervention
- Ensure all incidents and injuries are reported in a timely manner and are recorded and investigated accurately
- Achieve and exceed targets and ensure workplace and road safety are the first priority

Customer Service

- Provide correct information concerning CourierPost services to all customers
- Deals with queries efficiently, minimising escalation where possible
- Deals with customers in a professional manner ensuring a positive experience for the customer
- Deals with complaints from customers in a way that gets the best possible outcome for



the customer and for CourierPost and enhances CourierPost's reputation

- Receives orders from external/internal customers and takes appropriate action to get them fulfilled
- Takes responsibility for all Customer enquiries / complaints, responding to verbal complaints within 1 hour and written complaints within 24 hours.
- Logs calls received and action taken according to the set procedures. Making sure enough data is collected from the caller to start queries without having to unnecessarily contact the person to find out more
- Follows company procedure in processing undeliverable items ensuring they are processed in a timely fashion, targeting within a three day turnaround

Administration

- Follow CourierPost's security procedures and advising the team leader of any circumstances which may affect the security of the business
- Provide feedback to the relevant area regarding any service concerns or issues including examples
- Reference information comes from company sources e.g. CME, Atlas, Branch Manual or Process Flows
- Completes initial assessment of damaged items, completes appropriate follow up actions in accordance with company procedure including communications to customer, sales team and claims.

Teamwork

- Help the centre to keep shared information resources organised
- Participates positively in a team environment
- Contributes to projects to improve processes
- Assist other team members within the operational area to ensure optimum support is available
- Ensure a cohesive, team spirit is upheld
- Assists with any other activities as requested by Team Leader or Management

Competencies

Competency

Description

Composure

- Is cool under pressure
- Does not become defensive or irritated when times are tough
- Can be counted on to hold things together during tough times
- Can handle stress
- Is not knocked off balance by the unexpected
- Doesn't show frustration when resisted or blocked
- Is a settling influence in a crisis

Customer Focus

- Is dedicated to meeting the expectations and requirements of internal and external customers
- Gets first-hand customer information and uses it for improvements in products and services
- Acts with customers in mind
- Establishes and maintains effective relationships with customers and gains their trust and respect

Informing

- Provides the information people need to know to do their jobs and to feel good about being a member of the team, unit, and/or the organisation



- Provides individuals information so that they can make accurate decision
- Is timely with information

Key relationships

Internal	<ul style="list-style-type: none"> • Internal customers – sales, finance, operations, fleet • Customer Services nationally and CCC • Post Shop staff
External	<ul style="list-style-type: none"> • Members of the public • Business customers • Residential customers

Qualifications / Experience

Qualifications	<p>Essential</p> <ul style="list-style-type: none"> • NCEA level 1 or equivalent
Experience	<p>Essential</p> <ul style="list-style-type: none"> • Two years of experience in customer service or contact centre roles • Experience resolving customer complaints <p>Desired</p> <ul style="list-style-type: none"> • Experience in freight or logistics industry
Skills	<p>Essential</p> <ul style="list-style-type: none"> • Quality Systems - quality improvement processes • Customer Service - customer inquiry / claim experience / complaint resolution • System Knowledge • Experienced in the use of Microsoft Software packages • Decision Making • Excellent verbal and written English communication skills • Time management, organisational and priority setting skills <p>Desired</p> <ul style="list-style-type: none"> • Product Knowledge – in-depth knowledge of CourierPost products and services • Negotiating and influencing skills

The company reserves the right to amend the job description, in consultation with you, as business needs change.

