

Position Description

Role Overview	
Position Title:	Service Centre Customer Advocate
Reports To:	Service Centre Delivery Manager (Customer)
Location:	Christchurch
Date:	February 2022

Why Enable?

As a locally owned business, we aim to reflect the wider diverse community that we serve. At Enable, inclusion and diversity are at the centre of what we do, and one of our four core values is to 'Show the Love'. It determines the way we think, who we employ and how we work together and with our community. We encourage our people to bring their authentic selves to work, creating a safe, inclusive and innovative environment for our people and our customers.

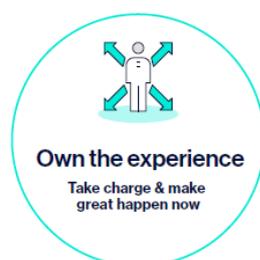
Enable would be nothing without the passion our people have for the work we do. We believe in empowering our team and giving them the tools, they need to 'Smash Boundaries' and create new outcomes that delight our customers. So, why would you want to become an Enable person? We're working on some great initiatives for our community, but we also look after our people too.

Enable is a living wage employer and offers a benefits package including a fibre broadband allowance, wellbeing and sustainability allowance and an extra day off per year to attend volunteer days, for your birthday or just to relax! We believe our people do their best work where, when and how it suits them, so our flexible working arrangements are as flexible as they can get.

Alongside our owners, the Christchurch City Council, we are committed to being net carbon neutral in our operations by 2030. We also want to operate our business in a sustainable way so future generations can continue to thrive. Our office is rated a green star 5 and we're investing in smarter tools and systems to reduce our waste and resource consumption.

We enjoy every moment that we spend '**Connecting our Community with Unlimited Opportunity**'.

Enable Fibre broadband allows people to connect like never before, and here at Enable we don't just believe in connecting people with the world online – we believe in connecting with the people of our community. We are committed to helping make Christchurch a better place for our community to connect, live, work and do business. We strive to be customer-led, understanding the unique needs of our customers and wider community, 'keeping it simple and fresh', and working together to deliver experiences that delight, and build trust – after all, here at Enable we 'own the experience'.



Purpose of this Role

The primary function of the Service Centre Customer Advocate is to be the voice of Enable for all customer interactions and apply problem solving expertise to progress complex customer orders.

As a Service Centre Customer Advocate, each action and decision will be in the eyes of your customer. Therefore, as a customer, you help me achieve my goals (ensuring my Enable Fibre experience from the initial connection to the ongoing use of the internet) is without effort and you are easy and enjoyable to do business with.

You gain my trust and nurture my loyalty and advocacy for Enable brand by delighting me with experiences that go beyond my expectations and that I wish to share with others.

You know me as a customer, and you tailor your style to my individual needs. This means that you are empowered to make the right decisions for my situation even if this means a requirement to challenge your current process for my unique situation.

When I do need you to help me solve a problem you are knowledgeable, empathetic and not afraid to go and find out answers if you do not have them. You own my experience. You work with your peers internally where troubleshooting is required but this is invisible to me. You keep me informed at all times and make me feel that you have my best interests in the actions that you take, and you deliver on your promises.

- Customer advocacy is critical for this role, particularly due to the differences and complexities of the connection journey our customers experience.
- Communication needs to be professional, simple, clear, concise, and timely. Active listening, ability to empathise, and taking ownership are all critical skills for Customer Service Centre Leads.
- Ability to build positive relationships, applying effective order management, and end to end ownership is essential to successfully adapt to the varying needs of our customers.
- Coordination and management of Shared Property consent and build activity will be required, therefore a good knowledge of this process and collaboration with wider Enable teams will be essential.
- Problem solving, putting yourself in the customers shoes, and the ability to defuse and resolve customer escalations and complaints.
- Ability to work within a fast paced agile environment, where we adapt and contribute to process improvement in support of a “best in class” customer experience.
- A team player that will embrace an energetic fun team culture, who works collaboratively, and can also work autonomously with a high level of productivity.

Key Relationships	
Within Enable:	<ul style="list-style-type: none"> → Service Centre Customer Advocates → Service Centre Delivery Manager (Customer) → Service Centre Delivery Manager (Technical) → Service Centre Technical Advocates → Wider Enable Teams
Major External Contacts:	<ul style="list-style-type: none"> → Customers → Community → Contractors / Suppliers → Third Party Contractors → Retail Service Providers
Key Dimensions of Role	
Number of Reports:	→ N/A
Expenditure Authority:	→ N/A

Decision Making Authority	
Decisions Expected:	<ul style="list-style-type: none"> → As a Service Centre Customer Advocate you make decisions based on their unique situation where you are empowered to do so. → If required, you collaborate with peers or leaders to make a joint decision. → Always owning your customers experience end to end.
Recommendations Expected:	<ul style="list-style-type: none"> → Customer experience improvement recommendations → Process improvement recommendations
Key Responsibilities	
Business Outcome:	Key Responsibilities:
<p>Customers Matter As a customer my experience with Enable is unique to the next customer you interact with</p>	<ul style="list-style-type: none"> → Advocate of the customer and so focusses on providing quality customer experiences and anticipates and meets the needs and expectations of both internal and external customers. <p>“As a customer I know you have my interests and goals at the heart of everything you do and you treat my experience uniquely. This will shape how you approach my need for assistance.”</p>
<p>Solves Problems As a customer you work critically to solve my problem with a sense of urgency</p>	<ul style="list-style-type: none"> → Identifies and analyses problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; makes recommendations. <p>“As a customer I have trust that you are empowered to solve my problem, and that where needed, you collaborate with others to get the right outcome for me. I don’t need to understand your internal processes (I trust that you do) , I just want to have trust in your ability to solve my problem as quickly and efficiently as possible, providing me with options or alternative solutions where this is relevant”</p>
<p>Communicates Effectively As a customer I feel fully informed at all times, you tailor your communication to my style and deliver on your promise.</p>	<ul style="list-style-type: none"> → Communicates, both verbally and in writing, in an organised, clear, concise and convincing manner for the intended audience. Listens effectively, clarifies information as needed <p>“As a customer I feel you have connected with me and know my unique needs. You tailor each and every interaction you have with me based on this and I feel fully informed at all times”</p>
<p>Builds Great Relationships As a customer I not only want you to build a rapport with me, but I expect you to have the necessary collaboration skills with your teams to deliver to my specific needs</p>	<ul style="list-style-type: none"> → Develops networks and builds alliances; collaborates across boundaries to build strategic relationships and achieve common goals. <p>“As a customer I expect you individually to have the necessary networks and alliances within Enable so that when you need help to deliver on my expectations you work as a team to make my experience effortless.</p> <p>Even though I know this may be a wider team effort, I expect all of Enable to be aligned to the same common goal of having me as the customer at the heart and mind of everything you do and I will still be relying on you as my advocate to keep me informed and ensure the right outcomes are achieved”</p>
This position description is not intended to be a complete or limiting description of the functions that may reasonably be requested to undertake.	

Key Challenges for the Position	<ul style="list-style-type: none"> → Maintaining high standards of customer satisfaction in a fast paced, dynamic Service Centre. → Managing self through a variety of differing daily tasks to achieve daily outcomes. → Working efficiently and effectively while operating a wide range of applications.
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Other Relevant Information	
Health, Safety and Wellness:	<ul style="list-style-type: none"> → Demonstrate a commitment to continually improving health, safety and wellness performance. → Allocate the necessary human and financial resources to achieve operational and strategic goals.
Continuous Improvement:	<ul style="list-style-type: none"> → Seek out ways to continuously improve and own the experience by taking charge and making great happen. → Participate enthusiastically and positively in improvement initiatives.
Statutory / Compliance Responsibilities:	<ul style="list-style-type: none"> → Safeguard Enable from legal/reputation risk by complying with all relevant statutory, regulatory, contractual and legal requirements and standards. → Comply with all of Enable’s requirements and policies including the enforcement of internal controls and delegated authority rules. → Know and monitor compliance and advise the CEO and General Counsel on any risk and ensure agreed mitigation plans are in place and actioned.
Diversity & Inclusion	<ul style="list-style-type: none"> → Foster a culture that embraces diversity, capability, inclusion and trust for Enable People and community. → Each one of our Enable People bring with them a diverse set of perspectives, work and life experiences, as well as religious and cultural differences. The power of diversity can only be unleashed, and its benefits reaped when we recognise these differences and respect and value each other irrelevant of our backgrounds. → Challenge your thinking and biases with others who will have different experiences and opinions, in order to drive more robust and collaborative outcomes → Enable People work in diverse teams, making for a safe, inclusive and innovative environment.

Person Specification	
Formal Education	→ N/A
Specialist Training and Experience	<ul style="list-style-type: none"> → Previous telephone-based customer service experience → A background in telecommunications is desirable
Specific Knowledge, Skills and Attributes	→ As detailed in this position description

Key Competencies Required

Competency Levels (Key)		
Level 1 (L1)	Level 2 (L2)	Level 3 (L3)
Aware/Developing/Basic	Skilled/Advanced	Key Strength/Expert

Core Competencies	
Competency	Required Level
Customer Matter	All L2+
Communicates Effectively	
Integrity and Trust	
Builds Great Relationships	
Takes Ownership and is Accountable	
Solves Problems	
Decision Maker	
Resilient in the Face of Change	
Uses Initiative	
Commercially Savvy	
Manages Risk	

Role Specific Competencies	
Competency	Competency Range
Confident operating a variety of software applications	L2-L3
Resolution Management	L2-L3
Ticket/Case Management	L1-L3
Highly professional and effective telephone & written skills	L2-L3
Expert at multi-tasking	L2-L3
Organisational skills	L2-L3
Ability to work well under pressure	L2-L3
Learns quickly and retains knowledge.	L2-L3
Telecommunication technology savvy	L1-L3

Appendix:

Description of full list of competencies:

Builds Great Relationships	Develops networks and builds alliances; collaborates across boundaries to build strategic relationships and achieve common goals
Commercially savvy	Is aware of business fundamentals and can explain effective interactions between internal/external stakeholders, always actively seeking to understand customer requirements
Communicates Effectively	Communicates, both verbally and in writing, in a an organised, clear, concise and convincing manner for the intended audience. Listens effectively, clarifies information as needed
Customers Matter	Focusses on providing quality Customer service and anticipates and meets the needs and expectations of both internal and external customers. Delivers high-quality products and services; is committed to continuous improvement
Decision Maker	Makes well-informed, effective and timely decisions, even when data is limited, or solutions produce unpleasant consequences; perceives the impact and implications of decisions
Develops People	Develops the ability of others to perform and contribute to the company by providing ongoing feedback and developmental opportunities so they can learn through formal and informal methods
Integrity and Trust	Behaves in an honest, fair and ethical manner; shows consistency in words and actions; models high standards of ethics
Interpersonal Skills	Treats others with courtesy, sensitivity, and respect; considers and responds appropriately to the needs and feelings of different people in different situations
Innovative	Constantly searching for new ideas and where applicable applies them to achieve greater efficiency and / or profit for the company
Manages Risk	Demonstrates ability to access, critically analyse, evaluate, and apply risk information to the decision-making process in support of company goals and objectives
Manages time and plans well	Concentrates efforts on the most important priorities, makes effective decisions within specified timeframes and takes appropriate action. Allocates time effectively to reach goals
Resilient in the Face of Change	Deals effectively with pressure; remains optimistic and persistent, even under adversity; recovers quickly from setbacks.
Solves Problems	Identifies and analyses problems; weighs relevance and accuracy of information; generates and evaluates alternative solutions; makes recommendations
Takes Ownership and is Accountable	Holds self and others accountable for measurable high-quality, timely and cost-effective results; determines objectives, sets priorities and delegates work;

	accepts responsibility for mistakes; complies with established control systems and rules
Team Player	Works co-operatively with others to achieve shared goals; openly shares information, knowledge, and expertise; puts company/team goals ahead of individual/personal goals
Thinks Strategically	Formulates objectives and priorities, and implements plans consistent with the long-term business and competitive interests of the company; capitalizes on opportunities and manages risks
Uses Initiative	Identifies what needs to be done and takes action before being asked or the situation requires it