



Tēnei Tūranga – About the role

The Client Service Advisor contributes to the operations of the MBIE Service Centre team. The MBIE Service Centre is a complex and diverse area of MBIE receiving ~ 1 million customer contacts per annum, and provides contact centre services on behalf of a large number of business areas within MBIE and external to MBIE

A Client Service Advisor (CSA) will provide assistance, advice, education and information to clients across a number of business units. These clients are primarily businesses, employees, employer's landlords, tenants and consumers.

All work is done within a regulatory framework and a CSA is required to use their judgement in filtering, diagnosing and providing the correct guidance to ensure clients get the information they need. They will also gather information about our clients and their needs, to inform the management and development of our services and legislation.

The CSA is the public face of MBIE and has a vital role in maintaining and promoting the reputation of MBIE and other stakeholders to the general public.

Ngā Herenga – Requirements of the role

Skills and Experience

- › Strong customer service skills
- › A positive attitude with a commitment to doing the right thing
- › Ability to provide clear and concise advice on legislation
- › Use of IT systems including a minimum typing speed of 30 wpm and understanding of Microsoft Office
- › Strong analytical skills
- › Strong time management and organisational skills
- › Excellent verbal and written English skills, including comprehension
- › Experience in a customer facing role highly desirable
- › Experience working in a team environment
- › Proven ability to communicate with people from all walks of life
- › Ability to remain neutral and maintain integrity in challenging situations
- › Ability to build rapport, trust and openness while demonstrating empathy
- › Proven work ethic including trustworthiness and reliability
- › Ability to gather and assess information in order to provide the right advice
- › Possesses the versatility to switch immediately between various customer lines while still providing accurate advice specific to each call/line
- › Credit check required
- › Criminal history check required

Qualifications

- › Tertiary qualification is desirable, but not essential



Takohanga Tuhinga o mua – Key accountabilities and deliverables

General

- › Works within a complex and diverse environment to deliver the right information to clients first time to enable them to comply with relevant legislation, make informed decisions and/or resolve disputes
- › Uses effective questioning techniques to fully understand client's circumstances and/or identify underlying issues and relevant legislative/policy principles
- › Has awareness that the information provided to clients is subjected to government guidelines and scrutiny
- › Confirms how the client has tried to resolve the matter, the results of this, analyses information, gathers intelligence, clarifies potential options and addresses any further matters that might assist the inquirer take their next step
- › Explains complex legislation in a manner that can clearly be understood and applied by clients and/or refer clients to appropriate agencies or legal avenues
- › Uses electronic systems to access information and updates these systems accurately to meet reporting requirements
- › Provides advice and guidance in enabling clients to perform online activities
- › Make legislatively compliant and timely decisions across a range of jurisdictional subject areas to ensure advice is accurate
- › Remains composed under pressure and recovers quickly from setbacks
- › Maintains a skillset of being confident in supporting a group of consumer lines (up to 20 lines supported by a CSA)

Customer focus

- › Queries are responded to in a timely, empathetic and professional manner
- › Identifies the needs or expectations of customers, this may include assessment of risk when dealing with vulnerable customers
- › Treats internal customers with the same courtesies they would extend to external customers
- › Always looks to improve service via a continuous improvement ethos
- › Maintains professionalism

Relationship Management

- › Participates as an active team member and contributes knowledge and expertise needed to achieve MBIE's outcomes
- › Represents whole-of-Ministry views and protects its reputation in any external interactions

Action oriented

- › Takes responsibility for own completion and quality of work
- › Self-starter
- › Seeks input if required
- › Takes responsibility and pro-actively owns personal learning and development
- › Actively participates in all training programmes which range from 2 days to 5 weeks in duration dependant on complexity and subject/line

Personal Leadership

- › Models positive behaviours
- › Models the desired values and culture of the organisation
- › Willingly shares knowledge, expertise both formally and informally within the team and with others in the organisation
- › Acts with honesty and integrity
- › Welcomes feedback and is receptive to input from others

Organisational commitment and public service

- › Contributes to the development of, and helps promote and build commitment to MBIE's vision, mission, values and services
- › Willingly undertakes any duty required within the context of the position



Takohanga Tuhinga o mua – Key accountabilities and deliverables

- › Complies with all legislative requirements
- › Adheres to the Ministry's and Public Service Commission Codes of Conduct
- › Understands Equal Employment Opportunities (EEO) principles and the application of these to MBIE
- › Complies with all legislative requirements and good employer obligations
- › Builds commitment to MBIE's vision, mission, values and services

Wellbeing, Health & Safety

- › Displays commitment through actively supporting all safety and wellbeing initiatives
- › Ensures own and others safety at all times
- › Complies with relevant safety and wellbeing policies, procedures, safe systems of work and event reporting
- › Reports all incidents/accidents, including near misses in a timely fashion
- › Is involved in health and safety through participation and consultation

Tō tūranga i roto i te Manatū - Your place in the Ministry

The Client Service Advisor position reports to the Team Leader, Service Delivery Service Centre within the Engagement & Experience branch. The Engagement & Experience branch sits within the Te Whakatairanga Service Delivery group. For further information on the MBIE structure see [here](#).

To Mātou Aronga – What we do for Aotearoa New Zealand

Hikina Whakatutuki is the te reo Māori name for the Ministry of Business, Innovation and Employment. Hikina means to uplift. Whakatutuki means to move forward, to make successful. Our name speaks to our purpose, *Grow Aotearoa New Zealand for All*.

To *Grow Aotearoa New Zealand for All*, we put people at the heart of our mahi. Based on the principles of Te Tiriti o Waitangi / The Treaty of Waitangi, we are committed to upholding authentic partnerships with Māori.

As agile public service leaders, we use our breadth and experience to navigate the ever-changing world. We are service providers, policy makers, investors and regulators. We engage with diverse communities, businesses and regions.

Our work touches on the daily lives of New Zealanders. We grow opportunities (Puāwai), guard and protect (Kaihāpai) and innovate and navigate towards a better future (Auaha).

Te Tiriti o Waitangi

As an agency of the public service, MBIE has a responsibility to contribute to the Crown meeting its obligations under Te Tiriti o Waitangi (Te Tiriti). Meeting our commitment to Te Tiriti will contribute towards us realising the overall aims of Te Ara Amiorangi – Our Path, Our Direction, and achieve the outcome of Growing New Zealand for All. The principles of Te Tiriti - including partnership, good faith, and active protection – are at the core of our work. MBIE is committed to delivering on our obligations as a Treaty partner with authenticity and integrity and to enable Māori interests. We are committed to ensuring that MBIE is well placed to meet our obligations under the Public Service Act 2020 9 (Te Ao Tūmatanui) to support the Crown in strengthening the Māori/Crown Relationship under the Treaty and to build MBIE's capability, capacity and cultural intelligence to deliver this.

Mahi I roto I te ratonga Tūmatanui – Working in the Public Service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hapori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

You can find out more about what this means at (<https://www.publicservice.govt.nz/about-us>)

MĀIA BOLD & BRAVE



CULTIVATES INNOVATION

We create new and better ways for the organisation to be successful by challenging the status quo generating new and creative ideas and translating them into workable solutions.

NIMBLE LEARNING

We are curious and actively learn through experimentation when tackling new problems by learning as we go when facing new situations and challenges.

PAE KAHURANGI BUILD OUR FUTURE



CUSTOMER FOCUS

We build strong customer relationships and deliver customer-centric solutions by listening and gaining insights into the needs of the communities we serve and actively seeking and responding to feedback.

DECISION QUALITY

We make quality and timely decisions that shape the future for our communities and keep the organisation moving forward by relying on an appropriate mix of analysis, wisdom, experience and judgement to make valid and reliable decisions.

PONO ME TE TIKA OWN IT



ACTION ORIENTED

We step up, taking on new opportunities and tough challenges with purpose, urgency and discipline by taking responsibility, ownership and action on challenges, and being accountable for the results.

MAHI TAHI BETTER TOGETHER



COLLABORATES

We connect, working together to build partnerships with our communities, working collaboratively to meet shared objectives by gaining trust and support of others; actively seeking the views, experiences and opinions of others and by working co-operatively with others across MBIE, the public sector and external stakeholder groups.