

SCHEDULE 2 – JOB DESCRIPTION

Customer Support Consultant

Role – Purpose and Scope

The Customer Care Consultant is a member of the customer care team. This team supports the New Zealand customers. The role reports to the Customer Care Team Leader based in Auckland.

The purpose of the role is to carry out customer support activities, via telephone, webchat and email, providing advice and assistance to Medtech clients on a range of Medtech software products.

Salary Range

This position is full time (nominally 40 hours per week) and salary will be discussed with the successful applicant.

Key Result Areas

Key Result Areas or KRAs are the main functional tasks of the role on which your performance will be measured or assessed every six months.

Key Responsibilities	Outcome	Performance Measure
To provide customers support via phone, email and webchat.	<ul style="list-style-type: none"> • Provide accurate resolution to customer issues. • Resolve queries at the first point of contact. • Promptly manage customer escalations, engage with Level 2, team leaders and appropriate departments or stakeholders to resolve. Report to Team Leader for further support if required. 	<ul style="list-style-type: none"> • First Call Resolution > 85% • No tickets are ageing greater than 30 days • Customer Satisfaction scores > 90% (distributed across Above Average and Average) • Customer retention > 98%
Maintain call response time.	Promptly answer customer calls.	<ul style="list-style-type: none"> • 80% of Calls answered in 30sec • <3% Abandonment rate

Maintain adherence to rosters.	Ensure availability to answer calls as scheduled.	95% of agent schedule adherence.
Ensure quality is maintained as per quality evaluation criteria.	Provide accurate and timely resolutions.	Maintain an average quality score of 94% over a 12-month period.
Maintain record of customer interaction and record details of enquiries, complaints and resolutions provided.	Accurately capturing the nature of customer enquiry and resolutions provided.	100% compliance to accurate case logging in CRM.
Ensure continual learning initiatives of all Medtech products.	Proficiency and thorough understanding of all Medtech products.	Passing an internal examination at grade 90% or above.
Ensure ISO and ISMS processes are followed.	Adherence to internal business processes.	No non-conformities

Other duties

Objective – To carry out other duties which may reasonably be required by the Chief Executive at his absolute discretion, from time to time in the course of Medtech’s business and which fit the role’s purpose as stated and for which the position holder is qualified.

Health and safety

Objective: To ensure a safe and healthy working and learning environment is maintained at all times.

Key Responsibilities	Outcome	Performance Measure
Ensure Support Consultants are fully briefed on Occupational Health and Safety Legislation and Regulations as per Company Policy and Procedures manual.	Support Consultants are informed and routinely updated on OSH safety requirements as per Company policy	Health and safety records
Observe all Medtech Group’s safe work policies and procedures.	Is familiar with health and safety policy of Medtech.	Health and safety induction process is completed.
Take responsibility for your own health and safety and ensure no	Acts responsibly and follows Company policy and procedures for health and safety.	Accident/incident register and hazard register.

action or inaction on your own part harms others in the workplace.		
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Person Specification

Part of what makes Medtech as successful as it is, are the highly motivated people who work here. An inspiration to your colleagues, you are a motivated customer services and help desk professional with a committed motivation to getting things done; you always place Medtech's customers at the center of everything you do.

Technical or Professional Knowledge and Experience

- Preferably, two years previous experience in a customer services role within the health technology industry.
- Demonstrable knowledge of principles and processes for providing customer help desk services via telephone. This includes customer needs assessment, meeting agreed service levels or standards for services.
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar and a high level of verbal skills.
- Working knowledge of computer operating systems including familiarity with the Microsoft suite of products/applications, particularly within a customer services or help desk environment.

Skills and Abilities

These are the abilities, attributes and personal characteristics that the staff member will need to consistently display in order to achieve their Key Result Areas (KRAs) [that is, to do the job effectively]. These behaviours describe how someone does the job, whilst KRAs describe what is to be done.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar; and the ability to talk to others to convey information effectively.

Supervision of Personnel Resources — Leading, motivating, developing/mentoring and directing people as they work, identifying any performance or training issues.

Instructing — Teaching others how to do something.

Time Management — Managing one's own time and the time of others.

Monitoring — Monitoring/assessing performance of yourself and others ie customers and other individuals, or organizations to make improvements or take corrective action.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.

Service Orientation — Actively looking for ways to help people.

Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.

Learning Strategies — Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.