

## POSITION DESCRIPTION: Resolutions Officer (Resolutions)

<b>Approval Date</b>	December 2022		
<b>Business Unit</b>	Resolutions	<b>Location</b>	Napier
<b>Reporting to</b>	Team Leader	<b>Direct Reports</b>	0

### Job Purpose

The Resolutions Officer will operate as a member of the Resolutions team. The purpose of this role is to:

- Contact customers using a variety of communication methods and negotiate payment on monies owed to our clients
- Update and answer client queries where required on recovery progress using a variety of communication methods
- Maintain all aspects relating to administration of customer files including payment processing, updating contact information, sending, and saving correspondence etc

### Company Values

The Resolutions Officer will be expected to operate in line with our company values which are:

- Integrity: Do what is right
- Team: Working together to achieve the best outcome
- Customer driven: Help people to resolve problems
- Passion: Bring high energy to everything we do

### Relationships

Internal	External
<ul style="list-style-type: none"> <li>• Resolutions Support Manager</li> <li>• Resolutions Training Manager</li> <li>• Resolutions Team Leaders</li> <li>• Other Resolution and business unit staff</li> </ul>	<ul style="list-style-type: none"> <li>• Clients</li> <li>• Customers</li> </ul>

### Key Accountabilities

Accountabilities	Performance Measures
<b>Business as usual</b>	
<ul style="list-style-type: none"> <li>• Contacting customers and negotiating resolution with all company policy and best practice adhered to</li> <li>• Complaints handled as per company policy in a timely manner and escalated to your team leader</li> <li>• Client requirements understood and reviewed periodically. This includes understanding client industry and products</li> <li>• Account maintenance completed in a timely manner</li> </ul>	<ul style="list-style-type: none"> <li>• Quality Assurance (QA) assessments passed</li> <li>• Facilitating effective customer conversations aiming for resolution</li> <li>• PTP Kept (PTPK) results 70%</li> <li>• Call Handling time &lt;5mins</li> <li>• Aspects of clients within your contact portfolio are understood</li> </ul>

Accountabilities	Performance Measures
<b>Personal development</b>	
<ul style="list-style-type: none"> <li>Attends relevant professional courses and programs in consultation with management</li> </ul>	<ul style="list-style-type: none"> <li>Achieve required growth as determined in discussion with, and by, management</li> </ul>
<b>Leadership</b>	
<ul style="list-style-type: none"> <li>Assist with new staff during their training programme as and when requested.</li> </ul>	<ul style="list-style-type: none"> <li>Improved staff retention as a result of positive mentoring and training efforts</li> </ul>
<b>Health &amp; Safety</b>	
<ul style="list-style-type: none"> <li>Ensures own safety and the safety of others within the company</li> <li>Prompts and openly discusses H&amp;S at team meetings</li> <li>Follows all 'best practice' safe work procedures, practices and instructions</li> <li>Immediately/promptly reports all work related hazards, accidents, incidents, near miss, injuries and illness</li> <li>Ensures their work area is free of potential hazards</li> </ul>	<ul style="list-style-type: none"> <li>Meet standards as determined by Management and/or the company H&amp;S Officer</li> </ul>
<b>General</b>	
<ul style="list-style-type: none"> <li>Any other minor duties as and when required to ensure continuity of business</li> </ul>	

## Qualifications and Experience

### Essential

- Computer competency
- Strong literacy skills
- Proficiency with Microsoft Office suite; Outlook, Word, and Excel

### Specific Requirements

- Legal right to work in NZ as defined by Immigration NZ

## Competencies

### Integrity – Do the right thing, even when no one is watching

- **Accuracy and Attention to detail** – Understands the impact of poor data entry and the overheads it creates on others by ensuring that all administration tasks on files are carried out to a high degree of accuracy.
- **Performance to Target** – Makes sure work is done correctly, on time, and to target.
- **Personal Work Standards** – Exhibits high personal work standards, and internally motivated to consistently achieve them.
- **Communication Skills (Verbal)** – Orally communicates ideas and information so that they are clearly understood by others in formal or informal situations.
- **Communications Skills (Written)** – Clear, concise, and grammatically correct common-language communication that is easily understood by recipients.
- **Information Gathering** – Asks the appropriate questions and gathers necessary information which guarantees that all relevant facts will be considered before a decision is made or an action is initiated.
- **Negotiation** – Explores interests and alternatives to reach results that gain the support and acceptance of all parties. Wins concessions without damaging relationships.

### Team – Sharing our strengths and accomplishing together

- **Interacting with People** – Relates well with people from a wide variety of backgrounds.
- **Developing Teams** – Encourages collaboration among team members and between teams. Inspires team spirit and the commitment to achieve high standards of performance.
- **Developing People** – Supports an environment that fosters learning, growth and development to improve the company's capability to achieve the strategic vision.
- **Networking** – Builds strong working relationships with others within and outside one's team, enlisting the support of both people and resources to facilitate completion of tasks.

### Customer driven – Understanding your needs and delivering on our commitments

- **Customer Service** – Understands the requirements of our clients and has the ability to maintain appropriate levels of client contact to meet servicing requirements of the role. Where required, confidently handles client enquires in a timely and professional manner.
- **Customer Operations** – Understands the basics of how customers operate their business, and uses this information to develop proposals for strategic goals.
- **General Business Acumen** – Understands risks and opportunities of business and applies this knowledge in a manner that is likely to lead to a good outcome.
- **Problem Solving** – Understands the factors/forces that shape customer (internal and external) needs, and comprehends the customer's position finding innovative and cost effective solutions to problems.

### Passion – A hunger to succeed

- **Initiative** – A bias for taking action, making decisions and proactively doing things for both current and future opportunities.
- **Building Competitive Advantage** – Drives performance by supporting a high performance culture. Supports a culture sensitive to the impact individual actions have on company success.
- **Commitment to Excel** – Challenges self and others to exceed standards and achieve extraordinary results. Is not easily deterred when obstacles or delays are encountered.
- **Adaptability** – Responds positively to change. Maintains effectiveness when confronted with new work situations or the uncertainty and ambiguity that comes with change. Is open to new ideas, assignments and approaches.

## Terms of Employment

The terms of appointment will be subject to an Individual Employment Agreement, and annual performance objectives to be negotiated with your manager.

The position description is valid upon sign off by the Manager and acceptance of the position by the Employee.

### Agreed

**Employee**

**Manager**

Signed:

Signed:

Name:

Name:

Date:

Date: