



POSITION DESCRIPTION

Position Title

Customer Champion, Aitutaki

Position Summary:

The Customer Champion, Aitutaki contributes to the achievement of Bluesky Cook Island's business objectives by providing knowledgeable and efficient customer service to our business, government, resident and tourist customers. Through the provision of excellent customer service and a proactive approach to selling our products and delivering services, they contribute not only to product and service growth but also to achieving a high level of customer satisfaction.

Department Summary:

Our Outer Islands teams are responsible for supporting Bluesky Cook Island's market and revenue growth through the development and maintenance of the Cook Islands telecommunications network to support the delivery of the Company's landline, cellular, and broadband services to the Outer Islands. They also deliver Bluesky's postal services and act as an agent for other service providers such as Western Union.

Role Status:

Full time

Location:

Aitutaki, Cook Islands

Position reports to (role):

Aitutaki Operations Manager

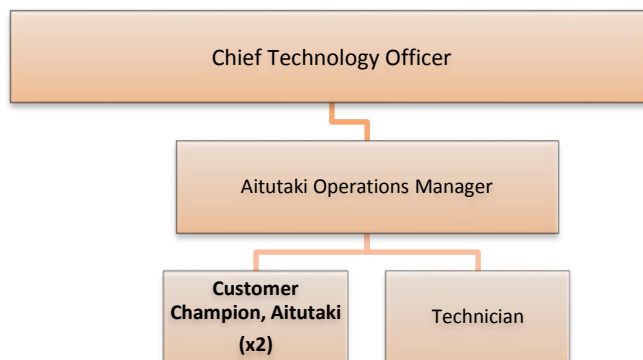
Management Unit:

Technology – Outer Islands

Date:

April 2016

Department Organisational Structure





Key Accountabilities and Results Areas

<p>Sales/business growth targets are achieved</p> <ul style="list-style-type: none"> Keeps up to date with the range of Bluesky Cook Island's products and services and looks for opportunities to promote these to customers Proactively identifies opportunities to provide customers with correct information, advice and suggestions in such a way as to influence them to use Bluesky's products and services Assists the Aitutaki Operations Manager to ensure product and service goals are met or exceeded through developing ideas and making recommendations Completes all transactions accurately and quickly in accordance with established procedures Effectively promotes and supports the implementation of new products and/or service offerings Complies with all cash, security and risk requirements and assists in maintaining accurate cash balances with minimal errors this includes: <ul style="list-style-type: none"> Ensuring all cash received is receipted correctly Ensuring cash is secure at all times Completing daily banking and balancing and that all receipts are accounted for Emailing a Daily Balancing Schedule to Finance (Rarotonga) at the end of each day Ensuring Finance is provided with daily/weekly/monthly reports as required. 	
<p>Our customers receive excellent service</p> <ul style="list-style-type: none"> Is friendly, courteous and helpful when dealing with all customers (both internal and external) Develops and maintains positive relationships with Bluesky's Key Clients Responds to customer queries and requests in a proactive manner If necessary refers the customer to another Bluesky person to solve their problems or to identify appropriate solutions Follows up on customer issues and complaints, using judgement to resolve customer concerns on the spot Is always well groomed and wears the Bluesky uniform with pride Ensures Bluesky's premises are clean and tidy at all times. 	
<p>Postal Services are delivered according to established procedures</p> <ul style="list-style-type: none"> Maintains accurate records of stamps held and issued for sale Ensures the accurate registering and insuring of all mail as per customers requests Ensures postage stamps, cancellation stamps, registered and insured mail is held securely at all times Provides accurate postal reports as per the Outer Islands Cash Handling procedures Ensures the daily uplifting and delivery of inward and outward mail to and from airline and shipping offices is carried out according to agreed procedures and standards Completes all sorting of inward mail on a daily basis Ensures the regular closing of outward postal dispatches in a timely manner Ensures Post boxes are maintained to a satisfactory standard Poste Restante Mail is handed over to recipients according to established guidelines Poste Restante Mail is checked regularly for redirection and returns. 	
<p>All inventory is accounted for</p> <ul style="list-style-type: none"> Ensures all stock received and issued is recorded accurately and as per Bluesky's requirements Maintains the stock report and ensures it is submitted to Finance at the end of each month Ensuring the monthly stock count is completed accurately Ensures inventory is held secure at all times Reviews and analyses any variance in stock levels and advises the Aitutaki Operations Manager immediately re any unexplained variance. 	
<p>Western Union services are delivered according to Western Union standards and requirements</p> <ul style="list-style-type: none"> Ensures all transactions are recorded according to Western Union procedures Ensures all deposits and withdrawals in the Western Union account match actual transactions Ensures log sheets are emailed to Finance at the completion of each week. 	
<p>Contributes to projects done by the Aitutaki staff to improve the customer experience</p> <ul style="list-style-type: none"> Develops co-operative working relationships with other members of the Bluesky team Helps others out Willingly does other tasks that will help the Aitutaki office run well Contributes to process improvements within the work area e.g. identifies methods to improve efficiency of service and cash handling. 	

Key Stakeholder Relationships

<p>Internal Stakeholders:</p>	<ul style="list-style-type: none"> Aitutaki Operations Manager Supervisor Postal Operations Manager Retail Sales Key Accounts and Business Solutions staff Finance staff
<p>External Stakeholders:</p>	<ul style="list-style-type: none"> Customers Suppliers



Key Requirements and Competencies

Qualifications/ Experience:	<ul style="list-style-type: none"> • Essential: NCEA 3 Level pass. Computer literate – in a particular experience using Microsoft Office. • Desirable: Successful experience in a customer services role – preferably within a telecommunications environment. • A current clean drivers license.
Knowledge/ Skills:	<ul style="list-style-type: none"> • Excellent customer service skills and the ability to leverage customer relationships to achieve sales targets. • An ability to work as part of a team, contributing to the achievement of shared goals. • An ability to communicate clearly and concisely (both verbally and in writing) with colleagues and customers. • A high degree of attention to detail and accuracy. • Technically savvy i.e. has an interest in telecommunications products and services and is able to convey the benefits of various products and services to customers.
Organisational Competencies:	<ul style="list-style-type: none"> • Customer Service – Treats all customers courteously; is responsive to customer requests and elicits feedback from them to monitor their satisfaction; considers both the short and long-term interests of the customer in making service decisions; proactively identifies customer needs and takes responsibility for resolving customer complaints in a timely manner. • Learning Agility - Demonstrates a personal learning orientation; seeks and constructively uses feedback to build on strengths and manage weaknesses; is curious and shares learning, and in doing so creates an expectation in others to seek and learn from experiences. • Building Collaborative Relationships - Exhibits an ability to cooperate and collaborate with colleagues across Bluesky to achieve shared goals; develops and maintains a range of internal and external networks to meet organisational objectives; looks for opportunities to support colleagues. • Self Management - Sets personal goals in line with business unit plans; takes responsibility for prioritising own work; looks for opportunities to improve performance; is passionate about achieving results.
	<ul style="list-style-type: none"> • Continuous Improvement – Looks for opportunities to apply continuous improvement practices / principles in their work area; responds to suggestions from others; applies new learning so as to improve individual and team performance.

Compliance

Business Compliance:	<p>Ensure a sound understanding and:</p> <ul style="list-style-type: none"> • demonstrate commitment to and comply with all legislation and Bluesky policy relevant to the role and all activities undertaken in the role • ethical performance in an effort to maintain a high standard of conduct expected and deserved by our customers and to enable the Company to continue to offer its services and comply with our Bluesky Code of Ethics and Conduct.
Health and Safety:	<ul style="list-style-type: none"> • Undertake all work in a safe manner and follow all company and workplace health and safety procedures • Identify new hazards and advise manager or workplace Health and Safety representative/coordinator within 24 hours of identification • Accurately report incidents and accidents to manager or workplace Health and Safety representative/coordinator as soon as possible.

Vision, Values, Purpose & Our Way

Our Vision	Our Purpose	Our Values	The Bluesky Way
To be the most recognised and preferred company for connecting our Pacific communities around the world.	We apply technology and service excellence to advance and improve the lives of our customers	<ul style="list-style-type: none"> • Customer first • Team work • Integrity • Passion • Positive attitude and smile! 	<p>We take ownership and always do our best for customers.</p> <p>We respect and support each other.</p>