



## Customer Communications Administrator

### Position Description

Location	10 Chelmer Street, Oamaru
Reports to	Communications and Customer Service Coordinator
Direct reports	Nil
Who we are	<p>Based in the vibrant coastal town of Oamaru, Network Waitaki is an electricity distribution and energy services business that powers our local economy.</p> <p>Our core business is bringing, electricity from the national grid to over 13,000 connected customers in North Otago and parts of South Canterbury, providing innovative energy solutions to our customers.</p> <p>We also have a growing contracting business which provides electricity distribution network construction and maintenance services across New Zealand.</p>
Purpose of position	<p>To provide an excellent standard of customer services, establish, develop and maintain positive customer relationships and general administration duties, including but not limited to:</p> <ul style="list-style-type: none"> <li>• Supporting the Network team to deliver exceptional customer service activities as directed.</li> <li>• Responsible for reception duties as first point of contact for Network Waitaki.</li> <li>• Handling email and phone enquiries and related Network customer communications.</li> <li>• Administering customer enquiries, feedback and complaints relating to Network customer service.</li> <li>• Undertaking timely and effective communication to customers relating to Network faults and planned outages.</li> <li>• Assisting with administration duties including preparation of documents, letters, filing and scanning.</li> <li>• Assisting with community focused activities such as community support initiatives and external events.</li> <li>• Assisting with ICP Management, including new connections, capacity changes, disconnections and decommissions.</li> </ul> <p><i>Note: due to the nature of this role, some work outside normal business hours may be required (e.g., during major faults, emergencies or for community event support).</i></p>

## **KEY ACCOUNTABILITIES**

### **1. Health and Safety**

- Take responsibility for your own health and safety.
- Ensure your actions keep yourself and others safe.
- Identify, report and assist to eliminate, hazards in your workplace.
- Participate in health and safety activities and training as required.

### **2. Team contribution**

- Contribute positively to Network Waitaki culture and share successes, failures, and innovations within the Network Waitaki team.
- Ensure internal and external customer satisfaction is delivered and customers are well-informed of your proposed timeframes.
- Work in a manner that reflects clear alignment with the values and expectations of Network Waitaki.

### **3. Customer Care and Communication**

- Support a customer-centric culture within Network Waitaki with a focus on excellence in all customer service interactions.
- Greet and assist customers at reception, ensuring a welcoming and positive first impression.
- Respond to customer inquiries via phone, email, social media, or in-person, delivering high levels of service, accurate information, and timely responses, with good quality documentation and recording all customer interactions.
- Receive, record, and follow up on customer complaints and feedback, ensuring issues are resolved promptly in conjunction with the Communications and Customer Service Coordinator.
- Assist the Network management team with scheduling customer engagement activities, including organisation of stakeholder forums and workshops.
- Provide assistance for other customer services functions such as the administration of customer requests for service, customer surveys, handling of complaints, etc.
- Support the Customer Service Administrator by providing administrative support when required and delivering exceptional customer services across all service interactions. This includes (but not limited to) New Connections, Customer Projects, Planned and Unplanned Outages, ICP Management, Safety Service Requests, Vegetation Management and Private Line management.

### **4. Outage and Fault Communications:**

- Prepare and distribute planned and unplanned outage and fault communications to customers so that they are informed, meeting regulatory requirements.

### **5. Social Media, Digital Content and Documentation:**

- Assist in maintaining and updating social media channels and website content to keep customers informed.
- Contribute to managing the intranet for NWL staff.
- Prepare promotional materials, advertisements, and digital content using design tools such as Adobe Suite.
- Provide administrative support for external communications e.g. messaging in newspapers, social media and booking radio advertising.
- Create professional reports and presentations as required, ensuring visually engaging and informative content.

## 6. Community Relations:

- Assist with the planning and coordination of company events and meetings, and community engagement initiatives.
- Handle logistics for events, ensuring smooth execution from start to finish.

## 7. Business and Event Support:

- Support relevant Managers with the planning and coordination of annual community relations initiatives, e.g., sponsorships, scholarships and discount processes.
- Administrate the company's external events calendar to ensure all events (internal and external) and all business operations are planned and prioritised to minimise community disruption and for the company to provide excellent customer service.
- Assist relevant Managers with the planning and coordination of community engagement events such as career expos, A&P Show, and other events where Network Waitaki has a presence, and attend when required.

## 8. Other duties:

- Assist other roles within the Customer Service Team as required, including ICP management, to ensure business continuity.
- Provide general administration duties to support the wider business.
- Contribute to the review and development of processes and procedures for the business, as required.
- Any other duties consistent with the position.

## Key Performance Indicators

- Demonstration of excellent communication and a customer-focussed approach to work.
- Demonstrate contribution to a positive, collaborative work culture which aligns with Network Waitaki's values.
- All customer services work completed in agreed timeframes and customers kept informed at all stages.
- Work is completed to the required quality level, free from errors or omissions.
- No bona-fide customer complaints arising from your work.

## Preferred Attributes

<b>Qualifications</b>	<ul style="list-style-type: none"><li>• Competency with Microsoft Office applications (Outlook, Word and Excel required).</li></ul>
<b>Experience</b>	<ul style="list-style-type: none"><li>• <b>Customer Service Excellence:</b> Strong customer service and communication skills, with the ability to engage professionally and build positive relationships with customers and stakeholders.</li><li>• <b>Problem-Solving:</b> Proficient in handling customer complaints and feedback, ensuring quick resolutions and high customer satisfaction.</li><li>• <b>Event Planning &amp; Coordination:</b> Experience in planning and organising both internal and external events, ensuring seamless execution.</li></ul>

	<ul style="list-style-type: none"> <li>• <b>Digital Content Creation:</b> Proficient in managing social media, website content, and email campaigns. Experience with social media platforms and website management is essential.</li> <li>• <b>Graphic Design Skills:</b> Experience with design tools such as Adobe Suite for creating digital content, promotional materials, and presentations.</li> <li>• <b>Strong Communication Skills:</b> Excellent verbal and written communication skills, with the ability to engage with a wide range of stakeholders in a professional manner.</li> <li>• <b>Tech-Savvy:</b> Familiar with office software (Microsoft Office Suite – Word, Excel, PowerPoint), social media platforms, website content management systems (CMS), and email marketing tools.</li> <li>• <b>Organisational Skills:</b> Proven ability to manage multiple tasks and priorities with strong attention to detail and organizational skills.</li> <li>• <b>Team Player:</b> Ability to work independently and collaborate effectively with colleagues across departments.</li> <li>• <b>Multitasking &amp; Adaptability:</b> Capable of managing diverse responsibilities, from customer service duties to creative tasks and event coordination.</li> <li>• <b>Industry Knowledge (Desirable):</b> Familiarity with the electricity distribution industry or the utility sector is a plus.</li> <li>• A full clean drivers licence.</li> </ul>
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Our Values	
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Relationships

Most Frequent Contacts	Nature or Purpose of Contact
Communications and Customer Service Coordinator	Leadership, direction, work planning, reporting, training
Customer Services Team	Support and co-ordination
Wider Network Waitaki Team	Service delivery, communication and engagement
Customers and Community	Communication and engagement