



## **Customer Services Administrator**

### **Fixed Term – 4 months**

Network Waitaki is an electricity distribution and energy services business that powers our local economy.

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, as well as providing electrical construction and maintenance services across New Zealand.

We are based in the vibrant coastal town of Oamaru with a team of around 70 passionate and dedicated staff.

Our industry is experiencing rapid changes in technology and customer expectations, and we need great people to join our team to deliver on our strategy and be part of this exciting future.

This role reports to the Regulatory Manager and will provide outstanding customer service, assist with community relations and events, and support the team with general administration duties to provide the best experience for our customers.

#### **The successful applicant must have:**

- NCEA level 3 (or equivalent).
- Intermediate competency with Microsoft Office applications (Outlook, Excel and Word).
- Previous customer service experience in a business or corporate environment.
- Clear and confident verbal communication skills including good telephone skills.
- Excellent written communication skills with an eye for detail.
- Ability to multi-task, prioritise, and manage time effectively.

#### **We are looking for someone who:**

- Demonstrates excellent communication and a customer-focussed approach to work.
- Is positive and has a collaborative work style which aligns with Network Waitaki's values.
- Ensures that all customer services and community relations work are completed in agreed timeframes and customers are kept informed at all stages.
- Can relate to people from all parts of the community, listen, understand and find solutions.
- Completes their work to a high standard and goes the extra mile.
- Is able to show initiative and demonstrate professionalism.

Network Waitaki is committed to supporting their people and to provide an environment where you can succeed and grow. North Otago is a fantastic place to live, strong communities and affordable living providing an enviable lifestyle.

#### **The Application Process:**

Candidates must legally be able to work in New Zealand. For confidential enquiries and/or a position description please email [careers@networkwaitaki.co.nz](mailto:careers@networkwaitaki.co.nz). Applications close 9 July 2020.