Customer Service Consultant

November 2024

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| Reporting Relationship and Location | | | | |
| **Reports to:** | | | | Customer Care Manager |
| **Team I Business Unit:** | | | | Customer I Customer |
| **Purpose** | | | | |
| The Customer Service Consultant is responsible for providing accurate, timely, high-quality customer service to AKL customers through various communication channels, including phone, email, and online chat.  The role involves addressing customer inquiries, resolving issues, and ensuring a positive experience for every customer. Consultants are expected to meet performance metrics related to customer satisfaction, call handling times, and issue resolution. | | | | |
| **Key Accountabilities** | | | | |
| **Core Responsibilities** | * Ensure the provision of a customer centred, friendly and professional level of service always contact at the contact centre (including electronic, personal and telephone contact). * Answering & responding to customers enquiries via calls, emails, webchat, social media, and other channels within target timeframes. * Manage inbound calls by identifying customers’ needs to ensure effective and timely resolution of customer enquiries. * Guide caller through troubleshooting, navigating the company website or using the products or services. * Complete related documentation and data entry in our call centre database to high standard. * Maintain an up-to-date knowledge of company products and services, including any new initiatives in order to be able to deliver high quality service levels * Manage Airport product enquiries on behalf of internal stakeholders e.g., Strata Club, Parking, Concierge, Hidden Disabilities, The Mall and others. Including retrospective claim and refund. * Train and support fellow team members by assisting with on-skills training and verification. * Attend team meetings and company briefings as needed. * Respond to and assist when required to any emergencies and/or incidents as they relate to customer service. * Comply with Company operations instructions and directions. * Other Customer Service duties as assigned | | | |
| **Customer Support** | * Respond to customer inquiries in a professional and friendly manner via telephone, email, chat, or other communication platforms. * Provide accurate information about products, services, policies, and procedures. * Identify and address customer concerns, complaints, and issues, escalating complex cases to supervisors as needed. | | | |
| **Issue Resolution** | * Proactively identify customer needs and provide appropriate solutions, offering alternatives where necessary. * Troubleshoot customer issues and provide resolutions within a reasonable timeframe. * Maintain a high level of professionalism and empathy while managing customer concerns. | | | |
| **Data Entry & Documentation** | * Accurately document customer interactions, inquiries, and resolutions in the CRM. * Record customer feedback and escalate unresolved issues as appropriate. | | | |
| **Performance Metrics** | * Achieve individual and team performance targets such as call response times, customer satisfaction, and first-call resolution. * Maintain a high level of quality and consistency in every customer interaction. | | | |
| **Collaboration & Teamwork** | * Work closely with team members and other departments to ensure the efficient handling of customer issues and requests. * Share insights and suggestions to improve service delivery and customer experience | | | |
| **Product & Service Knowledge** | * Stay up to date on the company’s products, services, policies, and any changes to ensure accurate and up-to-date information is provided to customers. * Participate in training and development sessions to enhance product knowledge and customer service skills. | | | |
| **Continuous Improvement** | * Actively participate in team meetings, providing feedback on process improvements or any challenges experienced. * Contribute to enhancing customer satisfaction by suggesting improvements to internal processes and procedures. | | | |
| **Health, Safety and** **Wellbeing** | * Role model Auckland Airport’s commitment to “People First” Health, Safety & Wellbeing approach * Lead by example, demonstrating and communicating visibly safe work. * Ensure all incidents are reported and investigated in a timely manner to enable continuous learning and improvement. * Consult, engage and communicate within your team and to others, to manage and improve Health, Safety and Wellbeing. * Understand and communicate the health, safety and wellbeing risks and controls across all the work your team carry out and maintain high levels of risk awareness within your team. | | | |
| **Financial Responsibilities and Authorities** | | | | |
| **Capital Expenditure: N/A** | | | **Operating Expenditure: N/A** | |
| **Financial Authority** | | | | |
| * Not accountable for expenditure budget. Able to authorise minor expenditure of up to $400 for parking-related claims. | | | | |
| **Structure Chart** | | | | |
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| **Key Challenges** | | | | |
| * High Volume of Inquiries: AKL Airport handles large volumes of travellers, leading to high call and query volumes, especially during peak travel times, holidays, or in response to disruptions. * Time-Sensitive Issues: Many inquiries are urgent, as travellers may need immediate assistance with flight status updates, gate changes, delays, and cancellations. * Managing Diverse Customer Needs: Travellers have varying needs, such as assistance for elderly travellers, families with young children, non-English speakers, and individuals with disabilities, all requiring tailored responses. * Language Barriers: AKL airport caters to international travellers, making language barriers a common challenge, especially during phone or live chat interactions. * Handling Emotional Travellers: Flight delays, cancellations, missed flights or travelling following a bereavement can lead to emotional or frustrated travellers. Consultants need to remain calm, sensitive, empathetic, and professional. * Crisis and Incident Management: Incidents like severe weather, technical issues, or security concerns require consultants to handle inquiries calmly, provide clear guidance, and manage call surges. * Maintaining Service Quality Under Pressure: In a high-stress environment with significant time pressures, delivering high-quality, consistent customer service can be challenging. * Meeting Performance Metrics: Balancing key performance indicators (KPIs), such as average handling time, first-call resolution, and customer satisfaction, while addressing complex customer issues. * Coordination with Multiple Stakeholders: Airport operations involve various stakeholders, including airlines, security, baggage handling, and customs. Consultants must often liaise between departments to address customer issues effectively. * Technology and System Navigation: Managing multiple systems (such as CRM, reservation systems, flight status trackers) simultaneously and ensuring all systems are correctly updated in real time. | | | | |
| **Key Relationships** | | | | |
| Internal | | | | Purpose of contact with this person/s |
| * Chief Customer Officer * Head of Customer * Customer Care Manager * Transport and Parking Team * Retail and Omni-Channel Team * Customer Service Delivery Team * All other internal business units | | | | * Policy clarifications * Escalating accidents or severe incidents * Notifying the team of complaints, queries and compliments, requesting assistance to meet customer needs * Raise technical issues with our internal teams or opportunity for improvements |
| External | | | | Purpose of contact with this person/s |
| * Auckland Airport Customers * Airlines and their handling agents * Auckland Airport business partners and suppliers * Border Agencies (e.g., Customs, MPI, Aviation Security) * All 3rd party contractors * Other external parties as required from time to time | | | | * Answer the queries, address complaints, acknowledge feedback * Provide heads up or FYI of incidents or accidents concerning them * Identify opportunities for improvement or collaboration between us |
| **Person Specification** | | | | |
| **Qualifications (or equivalent level of learning)** | | | | |
| Essential | | | | Desirable |
| * National Certificate Level 3 | | | |  |
| **Knowledge / Experience** | | | | |
| Essential | | | | Desirable |
| * Minimum 2 years previous experience working in a customer-centric environment, including customer service, contact centre, hospitality, loyalty programmes or retail. * Proficient use of computer and a range of applications, such as Microsoft applications. * Ability to communicate with a varied range of people. * Excellent written and verbal communication skills. * Excellent listening and problem-solving skills. * Able to work as an individual and as a team player. * Ability to multi-task and work under pressure. * Highly motivated & positive personality. * Passionate about delivering a customer focussed service and going the extra mile for customers * Demonstrate a high standard of ethics, reliability & integrity. * Patience and empathy. | | | | * Experience in frontline customer service and/or contact centre. * Experience in multi-channel feedback, such as calls, email, webchat, and social media. * Experience in using multiple software and platforms, such as Customer Relationship Management Tool. * Safety and Security awareness. * Knowledge of Aviation, Travel and Tourism industry, geography, and airport environment. * Troubleshooting skills. * Current Driver’s License and reliable transport. |
| **Values** | | | | |
| ***Whiria te tangata.*** Our values weave us together. They’re what we stand for, who we are and how we think, feel and act. | | | | |
| **All in** Tātou tātou | | * People first * Seek understanding * Acknowledge others * Empathise and support * Diverse & inclusive | | |
| **Know How** Kōkiri Tahi | | * Explore and solve together * Curious and open * Bring your voice & share your skills * Unite and collaborate * Right people in the room | | |
| **Let’s Go** Karawhiua | | * Challenge yourself * Take pride * Act with intent and integrity * Keep your word * Deliver excellence | | |
| **Changes to Position Description** | | | | |
| From time to time it may be necessary to consider changes in the position description in response to the changing nature of Auckland Airport’s work environment, including technological requirements or statutory changes. This position description may be reviewed as part of the preparation for performance planning for the annual performance cycle, or as required. | | | | |
| **Sign-Off** | | | | |
| **Job-Holder** | | | **People Leader** | |
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