

Customer Service Representative

Our Massive Transformational Purpose

Unleash our unparalleled customer care for community good

Our Values

People first: We put you at the center of everything we do

One team: We're stronger together

Innovation: We find a better way

Integrity: We do right by you

Keep it simple: We like things straight forward

Customer Service Representative

Working at TSB

Our people are proud to belong to a 100% independent NZ owned Bank and proud to see the results of their efforts invested back into New Zealand.

We're a leader in customer service, having won the 2019 Consumer NZ People's Choice Award for Banking four years in a row and the 2019 KPMG New Zealand Customer Experience Excellence Award.

Our focus to deliver good customer outcomes is in our people's DNA and TSB is so committed to it, it's a core part of our purpose: Unleash our unparalleled customer care for community good.

Our strong corporate values: One Team, People First, Integrity, Innovation, Keep it Simple set our standards and set us apart. We demonstrate our People First value through the distribution of our profit for the benefit of others and by providing our employees with a place to belong, grow, and be recognised.

We work together as a One Team community to ensure a sustainable future and we encourage every employee to have a voice and be an active participant in our success.

We aim to create remarkable experiences for our people just as our people create remarkable experiences for our customers.

Role dimensions

Reports to:	Branch Manager
Department:	Customer Solutions and Service
Job Family:	Customer and Business Support
Location:	Stratford Branch
Direct Reports:	0
Financial Authority:	No

Role requirements

Primary purpose

The primary purpose of the role is to ensure the Bank achieves its overall objectives by delivering the highest possible standard of quality customer service.

To recognise ways in which we can help our customers further through delivering our products and services as applicable to their needs and contribute to the overall efficiency and success of the Branch.

Role specific areas of responsibility

Promote Customer Service:

- The highest possible standard of quality customer service is delivered at all times.
That information passed to and received from customers is accurate and complete.

Promote Bank Services:

- That all Bank products and services are actively promoted in line with customer needs at every opportunity.

Compliance:

- Adhere to all regulatory and legal requirements and ensure all business activity is consistent with and reinforces the Banks brand values and positioning.

Foster the Bank's Public Image:

- At all times the image of the Bank is maintained by appearances, behaviour and manner in which quality service is provided.

Manage Cash Holdings and Process Transactions:

- That all transactions are processed promptly and accurately.
- That correct cash handling procedures are adhered to and cash discrepancies are kept to a minimum.

Maintain Bank Security Standards:

- That all cash and Bank records are maintained in a secure manner. That robbery procedures are fully understood and adhered to. That Bank policies regarding cash drawer keys, security codes and time locks are adhered to. That hazards/potential hazards are reported to Branch Manager or Supervisor immediately.

Relieve at Other Branches and Offices

- That where requested, you assist other Branches or Offices in relief situations.

Generic responsibilities

- Keep up to date with and comply with all Bank policy and procedures.
- Comply with all health and safety policies, directions and instructions and ensure that in the performance of duties not to undermine own health and safety or the health and safety of any other person. Be continually mindful of the Bank's Health and Safety Policy:
 - No business objective will take priority over health and safety.
 - All incidents are preventable.
 - Whilst management have ultimate accountability, we all have responsibility for health, safety and wellness.

- All employees have the responsibility to stop any job they believe is unsafe or cannot be continued in a safe manner.
- At all times demonstrate the Bank's values
- Embrace change and act as a change agent – accepting, embedding and reinforcing change in the workplace.

From time to time there may be additional activity not contained within this position description that the appointee is to complete in the interests of the appointment and their own personal development.

This position description provides a broad overview of responsibilities. The position description is a living document and the Bank reserves the right to amend from time to time as required.