



Job Description

Position Title: Online Customer Service and Sales Co-ordinator
Reporting To: Owner – RV World
Location: Richmond, Nelson
Date: May 2016

Role Purpose	
<p>The purpose of this role is provide a world class level of customer service to all customers, either online or on the phone, of RV World. This role also has responsibility for general administrative tasks supporting the business.</p>	
Key Responsibilities	
Customer Service	<ul style="list-style-type: none"> • Respond in a timely manner to all phone and online queries relating to the RV World website • Answer queries in a friendly welcoming manner • Assist in turning queries into sales • Once trained - Provide easy to understand advice to technical queries
Administration	<ul style="list-style-type: none"> • Responsible for the processing of web and phone orders accurately and efficiently • Undertake general administrative tasks • Document processes
Digital Media	<ul style="list-style-type: none"> • Keep website up to date, relevant, and integrated with marketing plan and social media <ul style="list-style-type: none"> • Adding new products • Creating email newsletters

Health and Safety	<ul style="list-style-type: none"> • Always be aware of health and safety issues - report any issues to the owners
Qualifications, Experience and Skills	
<ul style="list-style-type: none"> • Customer service experience • Excellent phone manner • 3 – 4 years' experience working in an administrative environment • Highly proficient in computer skills • Computer skills – good working knowledge of Word and Excel • Ideally experience with Publisher, PowerPoint and website editing software • Experience in MYOB or similar accounting software • Demonstrated ability to develop and maintain strong interpersonal relationships to gain trust and respect, drawing on a wide range of communication skills to inform, listen, include, engage, persuade and influence 	

Personal Attributes for the Role

Achievement orientation	<p>Has enthusiasm and drive to achieve a high quality of work:</p> <ul style="list-style-type: none"> • Produces a high quality of work and maintains high professional standards • Displays a drive to get the job done • Set ambitious and challenging goals • Focuses on results • Sets high standards for themselves and others • Looks to improve performance • Strives for excellence • Always follows through on commitments
Attention to detail	<p>Approaches work with a high awareness for detail, has the ability to work at a micro or component level:</p> <ul style="list-style-type: none"> • Is extremely thorough in all aspects of work • Ensures correctness in all detail of work • Has ability to focus on detailed work for sustained periods • Notices micro-details • Picks up on errors that others may have missed • Plans work thoroughly and accurately
Decisiveness	<p>Has the ability to make timely and sound decisions within the appropriate level of authority:</p> <ul style="list-style-type: none"> • Makes timely day to day decisions relating to one's job • Contributes to decisions relating to the team or organisation

	<ul style="list-style-type: none"> • Makes good decisions based on the consideration of facts • Has ability to quickly assimilate information to come to the best decision • Is able to backs up decisions with logic • Exudes confidence in the decision made and installs confidence in others • Considers the pros and cons of all options with an open mind and decides on the best solution for the situation.
Energy/enthusiasm	<p>Approaches tasks with energy and enthusiasm, and maintains a positive outlook through to the end:</p> <ul style="list-style-type: none"> • Brings a positive outlook and enthusiastic countenance to the working environment • Remains enthusiastic despite setbacks • Sets challenging goals • Has a can-do attitude • Is driven to achieve goals • Does not run out of steam, bringing new ideas and motivation to the task or team.
Initiative	<p>Is able to take responsibility for their own actions and makes decisions without referring to others. Has the tendency to take appropriate action without first being requested to:</p> <ul style="list-style-type: none"> • Takes responsibility for their duties with little or no oversight • Recognises and takes process improvement actions without being requested to do so. • Is able to make autonomous decisions relating to their area of responsibility • Works without guidance • Takes responsibility for making decisions and taking actions relating to their work • Has the ability to refer to others when assistance is necessary • Handles problems with minimal guidance • Does not rely on others to get the job done • Times questions and requests for assistance carefully to avoid disruption of others.
Integrity	<p>Is strongly committed to openness, honesty, and inclusiveness:</p> <ul style="list-style-type: none"> • Deals honestly, fairly and consistently with colleagues and customers • Stands up for what they believe is right • Behaves consistently with stated values and beliefs and acts within their conscience • Delivers what was promised or committed and is open about own shortcomings • Holds socially moral values and beliefs which govern their decisions and actions • Communicate and operate within the truth at all times

Reliability	<p>Can be counted on to follow directions from supervisors and respects policies and procedures. Shows commitment to the job/tasks and the organisation:</p> <ul style="list-style-type: none">• Always follows guidance and directions willingly• Respects and adheres to required policies and procedures• Does not usually challenge authority• Strives to complete tasks on time and as required• Is committed to the organisation and goes the extra mile• Is generally punctual
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