

Customer Service Assistant

LOCATION:	Hōhepa Clive Shop (including Taradale Shop, Farmers' Market, other markets as applicable)
REPORTING TO:	Customer Experience Manager
FUNCTIONAL RELATIONSHIP TO:	Customer Experience team; Cheesery/Farm staff; Enterprise/ Day Service staff; House Managers and team members from the Houses; members of the Finance, HR, IT and Executive/Leadership Teams
EXTERNAL RELATIONSHIPS WITH:	Customers (internal, retail and wholesale); visitors to Hōhepa; suppliers; people making enquiries about any aspect of Hōhepa including production and services; families/whānau of people we support

SCOPE OF RESPONSIBILITIES:

The Hōhepa community provides 24 hour / 7 days a week support, enablement and care for children/tamariki, young people/rangatahi and adults, based on Anthroposophical principles of inclusive social development (Dr. Rudolf Steiner). We strive to make sure our practices are in line with Te Ao Māori – through the anthroposophical approach to farming, the holistic view of human development and the acknowledgment of the spiritual world at Hōhepa.

For each person supported at Hōhepa the focus is on their abilities, aspirations and needs, to achieve our vision of Every Life Fully Lived. Work opportunities for people we support include the Farm / Cheesery, other enterprises and our Shops.

The Customer Service Assistant supports the Customer Service Lead in the day-to-day running of the Shops (including Clive, Taradale and markets). At times, this may be a sole charge position.

PRIMARY OBJECTIVES OF THE POSITION

- Support the day-to-day running of the retail shops/markets.
- Provide an authentic visitor experience for the public and our internal community, sharing the Hōhepa story through the various products we make and produce we grow.
- Provide work opportunities and work alongside the people we support.
- Ensure service delivery to our community is a priority, and orders are fulfilled in a timely manner.
- Work collaboratively with all the 'production' functions within Hōhepa, to achieve maximum opportunities to tell the story, generate income, deliver and delight customers.
- Ensure that ordering and stocks are managed in a timely manner.
- Ensure that retail shelves are fully stocked and authentically showcase the Hōhepa story and the people we support.

- Assist the Logistics & Distribution function where required, including order fulfilment.
- Provide a level of service to co-workers and the public that is professional and consistent.
- Maintain a service that complies with regulations relating to hygiene, food safety and health and safety.
- Be a role model and champion of Hōhepa's special character.

Person specification

To be successful in this role you will:

- Have strong communication skills; ability to work effectively and closely with the team, customers and Hōhepa community.
- Have experience of retail or customer services.
- Be able to demonstrate a track record of understanding the customer viewpoint and developing relationships.
- Have a positive 'can do' attitude.
- Have the ability and understanding to facilitate meaningful work opportunities for people supported by Hōhepa, with a focus on enablement and independence.
- Have an interest in Organic/Biodynamic practices and principles, and the understanding and passion to be a champion of sustainability.
- Have flexibility and the ability to adapt where necessary.

General Conditions of Employment

Any offer of employment will be subject to a satisfactory Police Clearance. Hōhepa takes up a police vetting report on all employees at the start of employment and then every two years. If you are convicted of an offence after being employed by Hōhepa it is important that you declare this promptly; if an undeclared conviction shows up on a future police report, this could be regarded as a breach of trust and may lead to disciplinary action including potential dismissal.

You confirm that you have the right to work in New Zealand, and agree to provide documentary proof (eg through a birth certificate or passport).

Hours of work:

This is a permanent full-time position. Standard hours of work will be 37.5 hours per week. Exact days of work and working hours will be determined; there may be a need for some weekend working particularly on a Sunday. Flexibility is required to take account of operational needs.

Smoking, Drugs and Alcohol:

Hōhepa is a completely smoke-free environment, including buildings, grounds and vehicles; if you accept employment with us you guarantee that you **will not smoke** (even during break times) during work hours.

You must also agree to attend work **free of any adverse effects of alcohol or drugs** (including illegal drugs and similar substances); and to consent to pre-employment testing then random testing if you are employed.

Review of job description:

As with all Hōhepa job descriptions, the contents of this JD will be kept under review and will be subject to change, in the light of experience. Any substantial changes will be discussed with you before being implemented; however you are required to work flexibly and accept that any JD is an indicator only – you agree to any reasonable duties that are asked of you.