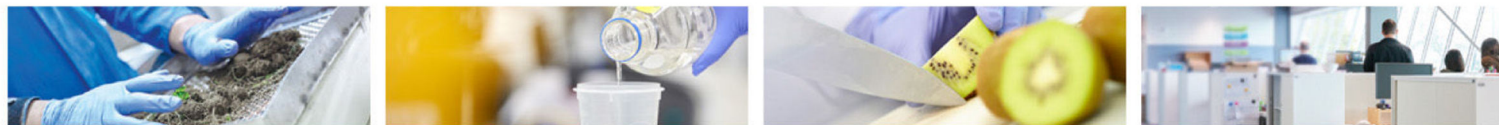


# Customer Experience Champion



## Purpose

This position drives continuous improvement of digital tools by acting as a Subject Matter Expert and collaborating with key stakeholders across the business. This role advocates for effortless customer experiences, manages digital channel data, supports onboarding and troubleshooting, and ensures timely issue resolution. By staying informed on industry trends in Customer Service, Self-Service, and Automation, the role helps enhance customer loyalty and business efficiency.

## Look forward to a brighter future

### Education

- Minimum NCEA Level 3 qualification, or equivalent. Science, IT or operational based qualification is advantageous

### Work experience

- Minimum 3 years previous experience in a customer service, technical support and/or systems analysis role Text

### Skills

- Strong written, verbal & presentation communication skills.
- Time management, prioritisation, problem solving and customer relationship management.
- Confidence in learning and using new software and web-based applications, as well as training others to use these tools.

### Key focus

- Document and share feedback, insights, and processes to support strategic planning, prioritization and continuity - applying project management principles to enable focused execution and channel growth.
- Strengthen client relationships through proactive support, technical guidance, and effective issue resolution.
- Champion digital adoption by ensuring tools meet client needs, removing barriers, and collaborating on improvements.
- Drive operational efficiency via cross-team collaboration, timely support triage, and the application of continuous improvement methodologies.
- Manage and enhance digital channels by onboarding users, maintaining systems, tracking performance, and testing new features.
- Take responsibility for personal compliance with Health and Safety Legislation, Regulations, Policies and Procedures. Advocate for the safety and wellbeing of sample collectors.
- Adhere to quality standards and environmental / sustainability principles. Participate constructively in all continuous improvement initiatives.

### Behavioural competencies

- Demonstrates self-awareness
- Effective collaboration
- Results-focused

*Disclaimer: The purpose of this document is to provide an insight into the main tasks and responsibilities required in the role and is not intended to be exhaustive. It may be subject to change, in consultations with the job holder in response to the changing needs of the organisation and the nature of our work. Employees may be asked to perform other duties as reasonably required by the employer in accordance with the role environment.*



#### People and environment

We care about our people and strive for environmental sustainability.



#### Innovation and agility

We are responsive to the needs of our customers.



#### Honesty and integrity

We build trust.



#### Accountability and discipline

We deliver the right result, first time.

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