



Energy Specialist - Home or Business

Specifics	Welcome	Role Purpose
<p>Reporting to Hub Lead</p> <p>Practice/ Team Customer Relationships Hub</p> <p>Business Service Customer Relationships</p> <p>Date October 2024</p>	<p>We're committed to making energy cleaner and cheaper for Aotearoa New Zealand.</p> <p>Our Retail structure is made up of a network of empowered teams, united by a shared purpose and clear goals, equipped with the skills and capabilities to deliver value to customers end to end.</p> <p>The way we work is just as important as the work itself. Alongside our Meridian Values, we are guided by three key behaviour shifts: 'Make people awesome', 'Set your compass on customers' and 'Progress over perfection'.</p>	<p>Transforming our approach to customer engagement and solutions through Energy Specialists who are ready to elevate the customer journey from transactional interactions to personalized, expert-driven experiences</p> <p>Actively deliver on the value from our Home and Business value streams in a vibrant, customer journey-focused hub, supporting the end to end delivery of customer needs across a specific journey/product & proposition.</p> <p>The craft of service that encompasses operational process expertise, pivotal in enhancing the in-life experience & providing critical insight to the value stream squads. Being a trusted advisor by ensuring that every interaction is seamless and enriching, owning the outcomes from the initial interaction to supporting the operational activity.</p>
<p>Be a good human</p> <p>Be in the waka</p> <p>Be gutsy</p>	<p>Responsibilities</p> <ul style="list-style-type: none">• End-to-End Customer Servicing: Own outcomes for the entire customer journey, ensuring seamless service from initial contact to resolution, driving satisfaction and retention• Multi-Channel Expertise: Engage customers across phone, chat, and email, providing personalized support.• In-Depth Product Knowledge: Stay updated on products, services, and industry trends to deliver exceptional, tailored service.• Upselling and Growth: Identify and promote upselling opportunities to enhance customer experience and drive growth.• Continuous Learning: Pursue development to expand skills and benefit the hub• Knowledge Sharing: Share insights with hub members to elevate collective expertise.• Proactive Collaboration: Work closely within your hub to ensure readiness and impactful customer interactions. Building your own T-shaped skillset and also a T-Shaped team	<p>Skills and Experience</p> <ul style="list-style-type: none">• A passionate customer advocate who is experienced in navigating new products & propositions, and providing exceptional outcomes that balance customer and business needs• Understanding and application of key energy operational processes• Demonstrated ability to collaborate & communicate with peers to achieve collective outcomes – a true 'self-leader'• Adaptability and Learning Agility: Ability to quickly learn and apply new information and processes with a growth mindset• Flexibility to adapt to changing circumstances, priorities, and business requirements.• Willingness to embrace new challenges and continuously improve personal and hub performance• Exceptional Communicator: Masterful in both written and verbal communication, able to captivate and engage any audience with clarity and confidence.



Customer Hub Team Member

As a Hub Member, I am

- Responsible for cultivating enduring customer relationships
- Responsible for delivering exceptional support to customers in a range of areas
- Responsible for delivery of Hub Team KPIs and service targets
- Curious and innovative and passionate about customer experience and value
- Focused on building progression pathways and broadening skills in my toolkit – and supporting my Hub-mates to do the same

And, I am not

- Relying on a rigid set of rules to ensure I am doing the right thing at the right time
- Unwilling to take the opportunity to broaden my skillset
- Avoiding influencing critical change by failing to surface important feedback and insights

Role Purpose

Cultivate enduring customer relationships through exceptional multi segment sales, service and credit expertise.

Structure

Hub Teams are aligned to the Home and/or Business Value Streams and have a customer journey focus: connecting all 'the work' in an aligned sales, service and credit function based on customer needs and moments of truth

Subject matter experts from Customer Hubs may be borrowed and embedded into Value Stream squads each quarter.

Skills and Mindsets

Individual skills

- Passionate about your craft, delivering at the top of your game and learning everyday
- Strong communication and collaboration skills, able to challenge respectfully
- Effective customer engagement – ability to understand customer needs and add value to the customer

Mindset

- Openness to new ideas and valuing every voice, with a desire to develop ideas together in a collaborative way
- Ability to create an atmosphere of trust, inclusion, curiosity and continuous learning
- Willing to learn and work outside of your area of expertise where required
- A true self-leader who strives to build capability and tools in their toolbox

Key Responsibilities

Set your compass on customers

- Executes on Hub Team purpose to deliver exceptional customer service, which helps towards KPIs and service targets
- Continuously seek to enhance the customer experience
- Collaborate with Hub Leads to resolve impediments
- Assist in defining work practices, standards and frameworks that best serve the hub and quality outputs

Teamwork – Make people awesome

- Every member in a Hub is equally responsible for journey outcomes, providing seamless end to end ownership: no bouncing, no handoffs, no technical silos
- Foster a growth mindset, encouraging your peers to embrace challenges, persist through setbacks and treat every experience as an opportunity to learn

Continuous improvement

- Participate in Hub continuous improvement initiatives
- Continuously seek to enhance the customer experience
- Participate in key meetings with the Value Stream as required
- Gather feedback from customers to enhance our products and service offerings

