



---

## Customer Support Officer

---

An exciting opportunity has become available to join the team at Whale Watch Kaikōura as a Customer Support Officer. This is a fixed-term role to the 8<sup>th</sup> August 2022 based at Kaikōura as a valued member of our Customer Support Services team.

The Customer Support Officer plays a critical role in the delivery of a quality customer support service. In many cases they are the first representative of the company customers interact with so must endeavor to make a positive and lasting impression. They also support a seamless processing experience for our customers and provide any technical or other support as required.

The role is based on a guaranteed minimum of 30-worked hours per week across a 5-day working week but subject to customer demand and/or role requirements actual worked hours could be higher.

### Desirable qualifications, attributes, skills and experience:

- ✓ Experience working within the tourism industry.
- ✓ Experience within a customer driven and focused environment.
- ✓ Experience in a sales role. Dealing with customer enquiries, answering phones and emails, making bookings, handling, processing and recording sales revenue etc.
- ✓ Computer literate and experience using reservation & ticketing systems.
- ✓ Tech savvy and embraces the integration of supporting technology.
- ✓ Can confidently speak to, and engage with large groups of people.
- ✓ Excellent communication skills.
- ✓ A team player with a strong work ethic.
- ✓ Ability to work unsupervised, reliable and uses their initiative.
- ✓ Trustworthy with Integrity.
- ✓ Cultural awareness.
- ✓ Workplace first aid.

### Role Requirements:

- ✓ You must be legally permitted to work in New Zealand.
- ✓ Must be based in Kaikōura.

If you think you have what it takes to fulfil this exciting role then please provide a letter and CV to Pip Gill by **Email:** [pip@whalewatch.co.nz](mailto:pip@whalewatch.co.nz) **Post:** PO Box 89, Kaikoura 7340 or **Deliver to:** The Whaleway Station, Whaleway Road, Kaikōura

*Nau mai haere mai ki te whānau o Whale Watch Kaikōura*