

Customer Service Area Manager - Southern

Position Description

Infrastructure Industry Training Organisation Inc.



At Connexis, it's not about us – it's about the people we serve. In everything we do, we believe in making a positive difference in the lives of New Zealanders, in our communities and in the businesses that support our communities. We're about building great foundations for New Zealand.

POSITION TITLE	Customer Service Area Manager - Southern	POSITION SUMMARY The purpose of this role is to lead the Area team to achieve business plans and sales targets. The Area Manager will also promote training, and will oversee the successful implementation, growth and management of Industry Trainees and New Zealand Apprentices in the industry.
LOCATION	South Island	
REPORTS TO	National Field Team Manager	
TEAM RESPONSIBILITY BUDGET DELEGATIONS	Area Budget Able to manage the Area operations budget and physical resources effectively, provide budget forecasts and reports, responsible for KPI's as required and other activities in accordance with the Management delegations.	
KEY CONTACTS	<ul style="list-style-type: none"> • Client companies • Trainees • Industry Associations • Assessors • Training Providers • Government departments • Schools • Regional careers/skills/vocational organisations • Regional industry groups • Other Industry Training Organisations 	

CORE RESPONSIBILITIES	
Customer Service and Relationship Management	<ul style="list-style-type: none"> • Take high level ownership for the business relationships in the Area • Actively manage existing relationships, and foster new ones • Lead the Area team in all ways, to ensure exceptional Customer Service for all customers within the Area
Management and Operations	<ul style="list-style-type: none"> • Contribute to the strategic direction of the organisation by participating actively as a member of the management team • Develop, implement and deliver on plans, including: <ul style="list-style-type: none"> - Achieving enrolment and completion targets - Managing the budget and physical resources effectively - Providing budget forecasts and reports as required
Leadership and Staff Management	<p>Provide leadership and direction including:</p> <ul style="list-style-type: none"> • Ensure that performance agreements are in place for direct reports and that they are aligned with plans and managed throughout the year • Provide on-going feedback, support, coaching and mentoring to direct reports • Conduct staff appraisals for direct reports

Team Leader

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	<ul style="list-style-type: none">• Ensure that staff are recruited, managed and developed through sound employment practices that are consistent with best practise and legal requirements• Champion TORK behaviours
Business Development	Identify and explore business opportunities for Connexis, including: <ul style="list-style-type: none">• The expansion of trainee numbers with existing customers• The recruitment of new customers• Developing training options and costings as required
Marketing and Promotion	Market and promote industry training and Connexis services including: <ul style="list-style-type: none">• Attending and participating in appropriate forums as required• Liaising with industry to promote Connexis opportunities• Liaising with Councils and regulatory bodies
Other duties	<ul style="list-style-type: none">• Take on other duties and project work as required

KNOWLEDGE AND EXPERIENCE REQUIRED

- Previous management experience, at a mid to senior level
- Knowledge of NZQA and ITO training processes and procedures
- Experience in dealing with a diverse range of people
- Experience in the management of efficient office administration systems
- Sound knowledge of and experience using relevant computer applications
- A current full class 1 driver's licence
- Experience in roles that involve a sales and/or marketing focus
- Knowledge of the infrastructure industry
- Experience in the learning and development field, which may include developing and delivering training programmes, coordinating training, etc.
- An understanding of adult education