

Customer Engagement Support



About Us:

EA Networks is a cooperative network company based in Mid Canterbury. It owns and operates the region's electricity distribution network, as well as an advanced fibre optic communications network. Being locally owned and operated means EA Networks and its 130 staff have strong ties with the community that they work and live in. The core focus for EA Networks is maintaining a resilient electricity and fibre network while supporting the local economy and community. For more information about the company visit www.eanetworks.co.nz

The Role:

We have an exciting opportunity for a Customer Engagement Support superstar to join our or Customer & Business Transformation team. The successful applicant will provide support across the new connections process, including providing exceptional customer service to deliver a positive customer experience across EA Networks. They will ensure that all customer inquiries and connection requests are dealt with professionally, accurately and on a timely basis.

Got what it takes?

- NCEA Level 2 or equivalent education level
- Intermediate range of computer skills specifically within in the Microsoft Office suite
- A minimum of 2 years' administration experience preferably within a professional environment
- Experience with customer management systems, in particular Salesforce would be advantageous
- Proven ability to build relationships across internal teams and external customers
- Full New Zealand Class 1 Drivers Licence

On Offer:

We prioritise providing our people with the best possible experience. In addition to a great workplace, we operate a strong reliable network and have modern, well-maintained vehicles and gear. Our new employee benefits scheme offers rewards and benefits to help cover life's costs and support personal wellbeing. We also offer competitive remuneration plus enhanced annual leave benefits and hybrid working options. We have an active Social Club with activities throughout the year, discounted gym/fitness centre memberships, an expansive break room and free on-site staff parking. You'll get to work with like-minded people who are passionate about keeping the lights and internet on throughout the Ashburton District.

Being a part of the Ashburton District means you're a part of a strong supportive community with a great semi-rural lifestyle. With a variety of local dining and services, and excellent skiing, hunting, tramping and fishing spots nearby, you'll be spoiled for choice. As it's only a 60-minute drive from Christchurch Airport, it doesn't take long to experience city life.

Join Us:

To apply, please submit your CV and Cover Letter. Applicants must be residing in and have the right to work in New Zealand. Pre-employment checks including a medical, drug and alcohol test and Ministry of Justice checks will apply. For further information please contact Harriet Leverton. Applications will be reviewed as they are received so the advertisement may close early.