



# This is Downstream Energy



We are part of the family-owned Todd Corporation, one of New Zealand's largest and most successful companies.



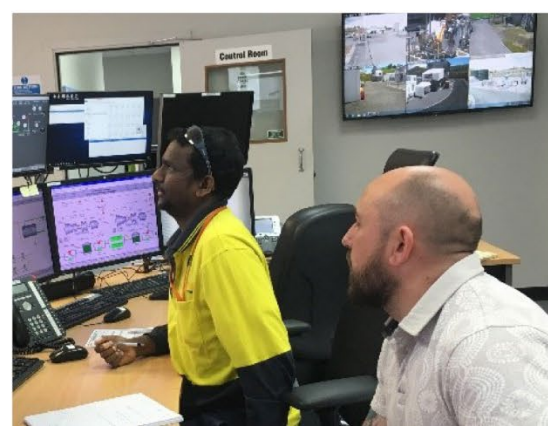
With a family and business history dating back to 1884, the Company has interests in hydrocarbon exploration and production, electricity generation, energy retailing, property development, minerals, healthcare and technology.



The Downstream Division of Todd Corporation consists of four businesses; Nova Energy, megaTEL & Wise Prepay, Sunergise and Todd Generation.



We have office locations in Auckland, Wellington, Tauranga, Whakatane, New Plymouth and Christchurch. We generate electricity, install commercial solar systems, provide natural gas, broadband and phone services.



# Our Values

At Downstream Energy, we strive to be one of New Zealand's most successful companies. Our core values are part of every aspect of the business and provide a foundation for our behaviour, attitude and decision making. We strive to embody these values everyday to define our culture and achieve our goals.

## We Care

We care about each other, the job we do, and our customer.

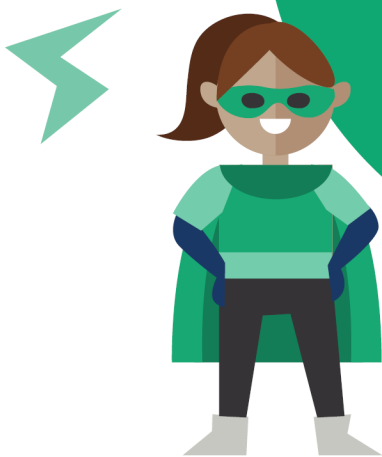


## We Cheer

We encourage each other and celebrate a job well-done.



**Downstream  
Energy**



## We Dare

We put our hand up, get involved and make things happen.



## We Share

We work together and share knowledge to achieve great things.



# Our Operating Principles

As Todd Group employees, we will respect the achievements and values of the Todd Family by conducting our business activities in line with these Operating Principles:



VALUE OUR  
PEOPLE



CARE FOR THE  
ENVIRONMENT AND  
COMMUNITY



MAINTAIN HIGH  
STANDARDS OF  
CONDUCT



CREATE VALUE



# Customer Care Agent

## **YOUR IMPACT:**

To provide the primary contact point for all Nova Energy Call Centre customers, helping them to resolve account queries, providing information about services and taking or initiating action to provide the desired outcomes.

## **REPORTS TO:**

Call Centre Team Leader

## **YOUR PRIMARY RESPONSIBILITIES INCLUDE:**

<b>Customer Service</b>	<ul style="list-style-type: none"><li>▪ Receive customer enquiries and be available to receive customer enquiries when scheduled. By phone (primarily), fax, letter or face to face.</li><li>▪ Meet or exceed customer needs.</li><li>▪ Identify customer needs, take ownership of customer request to completion and ensure all follow up work is completed.</li><li>▪ Carry out tasks in an effective and efficient manner. Ensure that the customer is always provided with high quality, accurate information and that their expectations are met by using appropriate internal support resources in the most effective way.</li><li>▪ Manage calls and complete customer requests with a right first time approach, so that customer only needs to make one request to achieve the desired outcomes.</li><li>▪ Meet commitments given and ensure all documentation is complete and thorough.</li><li>▪ Follow the company policies and the desired customer service behaviours to ensure high levels of customer satisfaction.</li><li>▪ Carry out credit management action in a courteous and constructive way.</li><li>▪ Make recommendations for ways in which customer service, quality or efficiency could be improved.</li></ul>
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## **QUALIFICATION: MINIMUM REQUIREMENTS**

- School Certificate / NCEA Level 1 English and Maths (or equivalent) desired