

About us

MTF Finance is 100 per cent New Zealand owned, and our history dates back to 1970. We provide innovative finance solutions to New Zealanders through our 53-strong franchise network, vehicle dealers and partners such as Trade Me. This has helped us grow into a business with assets of more than \$1B.

Our mission is to help New Zealanders get ahead by making lending about people again. We are launching new products and partnerships while staying true to our core, that we are people helping people, powered by a world-class funding system.

Incredibly high standards drive us to give our customers the best service in the finance industry. Our NPS scores and review ratings are amongst the best in the world. MTF Finance is listed on the NZDX.

Our Values

Creating a shared sense of purpose is core to who we are. Our values underpin how we work together, and how we create values and solve problems for our customers, originators, and internal stakeholders.



Team:

Solutions

Reports to:

Solutions Team Meeting

Location:

Dunedin

Hours of Work:

- ⇒ 37.5 hours per week
- ⇒ Mon – Fri, 8am – 6pm rostered
- ⇒ Saturdays, 10am – 2pm rostered

Key dimensions:

- ⇒ National Office circa 94 people
- ⇒ \$1B total assets
- ⇒ \$8.9m profit after tax
- ⇒ 53 franchise locations

Critical relationships:

- ⇒ MTF Finance Customers
- ⇒ MTF Finance originators and shareholders
- ⇒ MTF Finance National Office colleagues
- ⇒ Professional advisors, suppliers, and consultants

About this role

This role is prompt at reposing to all originator, shareholder and customer phone calls and email communication, providing superior customer service, sales, credit, and system support. **Customers are at the centre of everything we do, this role has a special connection with our customers that no other team in the National Office has connecting our wider teams to customers and originators.**

Key accountabilities

- Promptly respond to a **large number of** phone and email enquiries.
- Identify originator and customer needs through effective listening skills **and achieve customer satisfaction.**



- Build and sustainable trusted relationships and with customers, originators, and shareholders.
- Work within our systems to accurately details customer interactions.
- Work towards personal and team KPIs which tie into MTF KPIs.
- Provide solutions and support to MTF Finance originators and customers.
- Take ownership of each call until any issues are resolved.
- Identify opportunities for improvement.
- Provide customer solutions or escalate as required.
- Maintain excellent originator/customer company relations.
- Provide training back up to new originator/staff members.
- Ensure compliance with relevant legislation.

Essential attributes and capabilities

- Detail focused with high level of accuracy.
- Excellent written and oral communication both on the phone and email communication.
- The ability to remain calm when challenged or under pressure.
- Able to work collaboratively with customers and stakeholders, and within a team.
- Ability to multi-task, prioritise and manage time effectively to ensure you're meeting customer, originator, and shareholder needs.
- A natural customer mindset.
- Able to adapt and respond to different types of characters to ensure you're getting and providing the correct information for each interaction.

Date: Nov 23

Change to this position description.

From time to time, it may be necessary to consider changes in the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This position description may be reviewed in consultation with the jobholder and manager as required.