

OSPRI Support Representative (OSR)

Location: Wellington

Reports to: Team Leader OSPRI Support

Direct Reports: No

About us

Established in 2013, OSPRI New Zealand Ltd (OSPRI) is an integrated service provider, providing end to end disease management expertise, services, and systems, scalable up to national level.

As a not-for-profit limited company, OSPRI is owned by three industry shareholders – DairyNZ, Beef + Lamb New Zealand, Deer Industry NZ, OSPRI is funded by levies and Government investment through the Ministry for Primary Industries (MPI).

OSPRI was established for the benefit of primary industry shareholders and its worth lies in creating demonstrable value for them. The OSPRI value statement describes the very essence of the organisation, why OSPRI exists and the benefit it provides to its stakeholders.

Farmers and markets can depend on us to provide assurance as to animal health and status of animals.

Our key strategic outcomes are:

- Animal diseases for which we have primary responsibility are managed to agreed outcomes
- Full traceability of the animals within the National Animal Identification and Traceability scheme

These two outcomes stand together because OSPRI's future success depends on effective disease management which is underpinned by a comprehensive and reliable traceability system.

Organisation alignment

The Corporate Services | Ratonga Rangatōpū Group is responsible for delivering organisation-wide enabling functions, including corporate functions such as Finance and Procurement. This group has several outward facing roles to support customer engagement and quality, compliance and assurance.

The OSPRI Support Centre is a significant customer touchpoint and value-add to the traceability system of New Zealand and often defines the customer experience of OSPRI. The OSPRI Support Centre provides accurate and timely advice, information and support to OSPRI customers and stakeholders and delivers a range of administrative and compliance processes and procedures integral to the successful implementation of the National Pest Management Plan and the NAIT Scheme.

What you will do

PURPOSE OF THE POSITION

The OSPRI Support Representative (OSR) is part of OSPRI's Support Centre and is responsible for the provision of advice and information to farmers, landowners and other stakeholders. They are also required to complete a range of administrative and compliance processes and procedures integral to the successful implementation of the National Pest Management Plan (NPMP) and the NAIT Scheme.

The OSR is required to provide support for these programmes of work by responding to telephone and email inquiries and delivering the appropriate documentation in accordance with the Support Centre's service delivery standards.

All positions ensure the health, safety, and overall well-being of yourself, colleagues, and all individuals present in the workplace or affected by work activities by utilising OSPRI's policies and processes.

OVERALL ACCOUNTABILITIES

- Responding in a positive, helpful and professional way (typically via telephone) to farmers' (and other stakeholders') requests for information, advice and support regarding all aspects of the NPMP and NAIT scheme. This includes a level of decision making with appropriate use of escalation paths as necessary.
- Ensuring all data is accurate and stored in accordance with systems and procedural requirements.
- Providing helpdesk support services to Farmers, Vets, Testing organisations and other NAIT participants in accordance with systems and procedures.
- Coordinating accreditation applications and providing ongoing support to accredited entities to meet their NAIT obligations.
- Coordinating IT related escalations and queries for NAIT users within the Support Centre and providing exceptional support to all system users.

Your background

Professional / Technical Skills and Knowledge

Applies the breadth of knowledge and understanding in position-related area achieved through study and/or experience.

- Understands the agricultural and farming sectors within New Zealand and keeps up to date with the economic, political, and environmental issues affecting OSPRI customers.
- A sound understanding of the application of processes and procedures in achieving business outcomes.
- Competent keyboard and data entry skills.
- Sound documentation skills.
- Some experience within a contact centre environment.
- Keeping up to date with specialist knowledge.
- Experience in database management.

Personal attributes

- Proactive with a can-do attitude with good inter-personal skills.
- Demonstrates a collaborative working style and is a team player.
- Ensures that tasks are seen through to completion.
- Self-organised in terms of planning and delivery of assigned tasks.

The position competencies:

Reference: Korn Ferry Leadership Architect – version 14.3c December 2017

THOUGHT		
Customer Focus Building strong customer relationships and delivering customer-centric solutions.	Manages Complexity Making sense of complex, high quality, and sometimes contradictory information to effectively solve problems.	Decision Quality Making good and timely decisions that keep the organisation moving forward.
RESULTS		
Action Oriented Takes on new opportunities and tough challenges with a sense of urgency, high energy, and enthusiasm.	Resourcefulness Securing and deploying resources effectively and efficiently.	Ensures Accountability Holding self and others accountable to meet commitments.
Drives Results Consistently achieving results, even under tough circumstances.		
PEOPLE		
Collaborates Building partnerships and working collaboratively with others to meet shared objectives.	Communicates Effectively Developing and delivering multi-mode communications that convey a clear understanding of the unique needs of different audiences.	
SELF		
Instill Trust Gaining the confidence and trust of others through honesty, integrity and authenticity.	Self-Development Actively seeking new ways to grow and be challenged using both formal and informal development channels.	Being Resilient Rebounding from setbacks and adversity when facing difficult situations.