

Just the Job Information Sheet

Job title

Customer Service Specialist at Inland Revenue

Job description

Everyone at Inland Revenue makes an important contribution to the social and economic wellbeing of New Zealanders through the work they do each day. That's because Inland Revenue collects over 80% of the money our Government uses to pay for the things that make New Zealand a great place to live, like hospitals and schools.

Inland Revenue's Customer Service Specialists (CSSs) take calls from customers to provide the advice and support they need to:

- meet their tax and social policy obligations
- receive the payments they are entitled to.

Working as a CSS in one of five contact centres around the country will help you build a solid foundation of tax and social policy knowledge. That knowledge could help you to move on to other roles in their contact centres or other parts of Inland Revenue.

If you're keen to work in a fun, fast-paced environment and enjoy providing quality customer service, this could be the job for you.

Qualifications required

No specific qualifications are required to become a CSS, but some customer service experience will give you a head start.

Successful applicants will have the:

- ability to think on their feet
- good communication and computer skills
- a commitment to learning new skills and knowledge.

Inland Revenue is one of New Zealand's most trusted organisations. You must successfully complete a tax check and criminal record check before you can become part of the team.

Training costs

Inland Revenue has a structured training and coaching programme in place to help CSSs build the skills and knowledge they need to be effective at work.

They are committed to supporting their people to develop the skills they need to succeed. All team members are supported to set and achieve relevant development goals.

Career path

There are many different paths you can take to build a rewarding career at Inland Revenue. Getting a start in one of five contact centres across the country will help you gain knowledge and experience that could help you move on to other roles at Inland Revenue, in their contact centres and beyond.

How to increase the chances of successfully entering this industry

Different roles with Inland Revenue have different entry requirements.

Take a look at the range of careers at Inland Revenue if you:

- have a can-do attitude and are keen to keep learning and growing
- have good communication skills and a commitment to working collaboratively
- demonstrate integrity and professionalism in what you say and do
- are keen to make a difference through the work you do each day.

Other places to source information about this job

Visit [Inland Revenue's career website](#) to learn more about:

- the range of career opportunities available
- their commitment to developing their people
- the range of benefits available to their team.

www.ird.govt.nz/careers