

Just the Job Information Sheet

Job title

Customer Information Advisor 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.

People at Inland Revenue are committed to making it easy for Kiwis to meet their tax and social policy obligations.

Customer Information Advisors (CIAs) do this by translating legal rules into plain language in the forms and guides Inland Revenue offers customers.

If you have experience developing and delivering customer-focused online content, Inland Revenue also has a team of web content specialists.

If you have excellent writing and interpersonal skills, strong customer-focus and an eye for detail, this could be the job for you.

Qualifications required

To become a Customer Information Advisor, you'll need:

- relevant work experience as a writer or editor, or
- a broad knowledge of Inland Revenue policies and procedures, with proven skills delivering a range of customer information.

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 is committed to supporting its people to develop the skills they need to succeed.

Inland Revenue supports CIAs to attend training relevant to their role and skill level. CIAs are also supported to learn on the job. They are paired with a senior CIA who provides the coaching and support they need to grow their skills.

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 while you

study is a great way to build solid tax technical and business knowledge. This experience could help you move on to other roles at Inland Revenue, including Customer Information Advisor.

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 great decision-making skills
- 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