

Job Title: Customer Service Consultant, New Zealand Contact Centre

Ko Mātou - About Us

Kia Hanga I Te Ao, E Ora Ai, E Tupu Ai, Te Tangata Me Te Kainga. At ANZ, we're shaping a world where people and communities thrive, driven by a common goal: to improve the financial wellbeing and sustainability of our millions of customers.

Mō te tūranga - About the role

As a Service Consultant in our Contact Centre, you'll be the first point of contact for customers seeking support with Retail, Cards, and Digital Banking solutions. Whether it's solving a problem, guiding them through a process, or introducing them to a range of products and services, you'll be making a real difference in their day.

You'll be joining a tight-knit team of passionate professionals from all walks of life, united by a shared love for helping people and delivering exceptional customer service. This is a phone-based role to start, but your journey doesn't stop there. As you grow with ANZ, you'll have the chance to expand your skills and support customers across multiple channels and more specialised services. No matter the platform, your goal remains the same: to resolve customer enquiries quickly, clearly, and with care.

There's a lot to be excited about in this role. You'll thrive in a dynamic, fast-paced environment where handling a high volume of routine enquiries is the norm. What truly sets you up for success isn't deep policy knowledge—that's covered through our comprehensive training programmes—but your ability to communicate clearly, listen with empathy, and deliver exceptional service. If you bring a genuine desire to help others, you'll fit right in.

Banking is changing and we're changing with it, giving our people great opportunities to try new things, learn and grow. Whatever your role at ANZ, you'll be building your future, while helping to build ours.

Taipito kōrero mō te Tūranga - Role details

Role Type: Permanent, Fulltime. (You must be a NZ Resident, NZ Citizen or AUS Citizen to apply)

Start Date: 19th January, 2026

Location: Sylvia Park, Auckland

To ensure you are fully supported in your learning journey, we require you to commit to learning onsite.

Hours of Work: The successful applicants will be scheduled to work 7.5 hours per day (5 days per week), 37.5 hours per week. Start times may vary between 09.00am to 12.00pm, with a 5:00pm to 8:00pm finish.

Days of Work: Tuesday to Saturday **OR** Sunday to Thursday

Onboarding & Training: Initially, you will work Monday to Friday from 8:30am to 4:30pm for the first seven weeks to complete your training. After this period, you will transition to your contracted days and hours.

Approximately two months later, you will undergo a second round of training, also scheduled Monday to Friday with similar hours. Once this training is completed, you will return to your contracted days and hours.

Ka aha tō rā e kite ai? - What will your day look like?

- You'll handle 50–60 personalised customer interactions each day, offering support across retail banking, credit cards, dispute resolution, and digital self-service tools.
- Your day will be dynamic—resolving technical issues, assisting with lost or stolen cards, and addressing fraud or scam concerns with empathy and efficiency.
- You'll bring a tech-savvy mindset, using your digital know-how to guide customers through online banking tools and empower them to bank smarter.

- With your problem-solving skills and calm under pressure, you'll navigate complex situations while keeping customer satisfaction and risk management top of mind.
- You'll spot opportunities to add value, connecting customers with the right products and services to meet their needs.
- Most importantly, you'll bring a genuine passion for helping people, a keen eye for detail, and a drive to grow in a fast-paced, professional environment.

Ōu Pūkenga? - What will you bring?

To grow and succeed in this role, you'll ideally bring:

- **Customer-Focused & Detail-Oriented** – You're passionate about delivering top-notch service and know that getting the small things right makes a big difference.
- **Eager to Learn** – You're motivated to build a career in banking and excited to develop new skills along the way.
- **Experienced in Customer Service** – You're confident engaging with a wide range of people and genuinely curious about finding the best solutions.
- **Comfortable with Technology** – You're confident using digital tools and enjoy helping others feel comfortable with them too.
- **Strong Communicator** – You express yourself clearly and professionally, both in writing and over the phone.
- **Friendly & Professional** – You build strong relationships with customers and colleagues, creating a positive and supportive environment.
- **Attentive Listener & Practical Problem Solver** – You take the time to understand people's needs and work through solutions that make sense.

You're not expected to have 100% of these skills. At ANZ a growth mindset is at the heart of our culture, so if you have most of these things in your toolbox, we'd love to hear from you.

He aha te take e uru ai koe ki a mātou? - So, why join us?

From the moment you join ANZ, you'll be part of a work whānau striving towards a common purpose: shaping a world where communities thrive.

But it's not just our customers who'll feel your impact. You'll feel it too. Because at ANZ, you'll have the resources, opportunities, and community you need to take the next big step in your career.

We're a diverse community at ANZ in different roles, different locations, doing different things. That's why we have a range of flexible working arrangements, so our people can 'make work, work for them'. We also provide a range of benefits including access to wellbeing services and discounts on selected products and services from ANZ and more.

At ANZ you'll be part of an organisation where different backgrounds, perspectives and life experiences of our people are celebrated. That's because we're committed to building a workplace that reflects the diversity of Aotearoa New Zealand's communities, and this is one of the reasons that has inspired us to develop a multi-year Te Ao Māori Strategy called Tākiri-Ā-Rangi. This includes increasing representation of Māori and Pasifika people at ANZ. Join us and get involved in one of our affinity networks which help us to better understand and meet the needs and interests of our increasingly diverse workforce.

Kua wātea te katoa ki te tonono. We welcome applications from everyone and encourage you to talk to us about any adjustments you may require to our recruitment process or the role itself. If you are a candidate with an access requirement or disability, let us know how we can provide you with additional support.

To find out more about working at ANZ visit <https://www.anz.co.nz/careers/>. You can apply for this role by visiting ANZ Careers and searching for reference number XXX.

Te Rā Ōtinga - Job Posting End Date

23/11/2025 , 11.59pm, (Melbourne Australia)