

Job Title: Casual Service Consultant

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 Casual Service Consultant in our Personal Banking portfolio you'll play a key role in their mission to provide exceptional customer experience through quality interactions that meet customers' financial transaction needs at the first point of contact and identify whether any other needs are required which are then referred off to the appropriate sales channel. You'll be

- Delivering high quality customer interactions, demonstrating ANZ service standards at all customer interactions.
- Working efficiently and accurately to process customer transactions as quickly as possible while gaining knowledge and understanding of customers through using tools such as NBC to have a quality conversation.
- Establishing good working relationships, contribute and work effectively and efficiently as part of a team to achieve goals and results.
- Undertaking Cash Management requirements in an accurate and efficient manner in line with bank process and policy requirements.
- Maintaining compliance with ANZ and branch policies and procedures including maintaining adequate cash holdings; arrange cash deliveries and repatriation as required & co-ordinate branch teller cash requirements by minimising cash holdings at the counter.

Whatever the day has in store, you'll be working with a close knit team that supports each other and celebrates team wins.

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.

Role location: Cromwell and Alexandra Branch

Role type: Casual

Work Schedule: Casual

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

As a Face-to-Face Service Consultant, you will:

- Provide our customers with a seamless branch experience by meeting each customer's end-to-end banking needs across transaction activities, needs-based conversations and educating them on digital solutions
- Provide exceptional customer experience through quality interactions that meet customers' financial transaction needs at the first point of contact
- Undertake cash management requirements in an accurate and efficient manner in line with bank process and policy requirements
- Work collaboratively with colleagues
- Identify any product that may benefit the customers and refer them on to the relevant person or area of the Bank to help them further

Ōu Pūkenga? - What will you bring?

To grow and be successful in this role, you will ideally bring the following:

- Strong customer focus
- Excellent communication skills both written and oral
- Sound understanding of compliance
- A positive attitude with a growth mindset

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 the 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 tono. 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 105404.

Te Rā Ōtinga - Job Posting End Date

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