

Position Description

Customer Engagement Assistant

Position	Customer Engagement Assistant <i>KAIĀWHINA TĀNGATA</i>
Section	Libraries and Galleries (Lifelong Learning)
Department	Community Experience
Location	Te Kōputu a te whanga a Toi Whakatāne Library and Exhibition Centre
Hours	As required
Date	November 2019

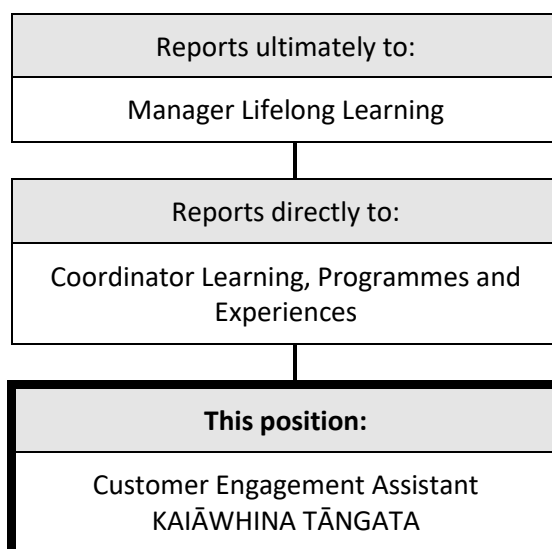
FUNCTIONAL RELATIONSHIPS

External	Internal
General Public and Ratepayers Community Groups Tradesmen and Contractors Visitors and Tourism Operators	All Divisions of Council – especially Libraries and Galleries; Museum and Research Centre Teams Community Services Teams Customer Services Team Volunteers

MAIN PURPOSE OF THE JOB

This position will assist with the day-to-day delivery of customer services by working alongside of customers in the libraries and galleries and helping them be aware of, connect to and use the wide range of resources and services available. This position will promote reading and literacy, will support the Lifelong Learning team in the delivery of programmes and events and will share in the operational tasks of the activity.

ORGANISATION CHART



KEY ACCOUNTABILITY AREAS (KAA)	KEY RESULT AREAS (KRA)
Customer Service	
<p>Excellence at all customer service points</p> <p>Ensure service is offered at all times during opening hours.</p> <p>Role model appropriate attitudes and behaviours in line with organisational values to gain co-operation of others both inside and outside Council</p> <p>Ensure the facility provides a welcoming environment e.g. smile, maintain brochure stands, keep area clean and tidy</p> <p>Ensure security procedures are followed e.g. doors are open only during opening hours etc.</p> <p>Identify any quality improvements that can be made to Customer Services.</p> <p>Be proactive and responsible for informing continuous improvement in all areas of service delivery, programming and library experiences.</p>	<p>Provide excellent customer service to all customers through prompt response and follow up.</p> <p>Supports the establishment, implementation and review of standards to achieve continuous customer service.</p> <p>Uphold professional standards consistently.</p> <p>Cope with diverse range of information enquiries from personal research to the Council environment.</p> <p>Customers calling in person, over the phone, or in writing receive a response that is friendly, polite, helpful, accurate, impartial and consistent</p> <p>Customer receives correct information in a helpful, courteous, timely and professional manner</p> <p>Handle all duties with tact, diplomacy and confidentiality</p> <p>Customer's leave satisfied having received a professional service</p> <p>Customer satisfaction – No valid complaints to line manager on poor customer service received</p>
Library, Exhibitions and Local Archives	
<p>Assist all customers with general information enquiries, services and readers advisory</p> <p>Assist customers with using and accessing resources, services and facilities</p> <p>Assist customers to borrow and return items.</p> <p>Assist with returning items to correct spaces as required.</p> <p>Promote the use of the facilities.</p> <p>Promote use of APNK services available in the facility.</p> <p>Support and promote programmes, events and exhibitions with users and community.</p> <p>Change information displays on a regular basis.</p> <p>Check and update information resources e.g. pathfinders.</p> <p>Support visits to facility by educational institutions and groups</p> <p>Educate and provide support to library users and staff on library technology, digital information services and the library website</p> <p>Process reserves and inter-loans, check for overdue books, add new borrowers and update library records.</p>	<p>Information services and readers advisory delivered as required.</p> <p>Respond to customer needs competently within agreed standards and timeframes.</p> <p>Uphold professional standards consistently.</p> <p>Process all enquiries courteously and promptly.</p> <p>Implement policies and procedures to provide a safe environment for all customers.</p> <p>Response to bibliographic, informational and technology based enquiries are dealt with. Contact other staff after all other avenues have been explored and exhausted.</p> <p>Assist and support collections are housed to best practise standards.</p> <p>Books are shelved to customer service policy standards.</p> <p>Increased use of library technology, digital information services and the library website</p> <p>Customers become more educated as to use of library hardware and software.</p>

KEY ACCOUNTABILITY AREAS (KAA)	KEY RESULT AREAS (KRA)
Library, Exhibitions and Local Archives - Continued	
Promote the use of Libraries and Galleries; Museum and Research Centre services	<p>Maintain an understanding and knowledge of all galleries and exhibitions.</p> <p>Assist, support and process access to local research and archive collections.</p> <p>All lists are maintained e.g. reserve, transit.</p> <p>Ensure that the facilities are opened and closed in accordance with the advertised opening hours.</p> <p>Carry out regular checks to ensure public areas are tidy.</p> <p>Supervise the public areas and ensure that the security of the exhibits, fittings and building is maintained. Concerns are reported appropriately.</p> <p>Ensure that the building and contents are secure before departing.</p>
Programmes, Events and Outreach	
Assist with lifelong learning programmes, initiatives and outreach activities	Support of lifelong learning programmes, initiatives and outreach provided
Marketing and Promotion	
Assist in the good presentation of the library service, promotion of services and encourage the use of the Library and Museum and Arts facilities.	Library services, programmes and events are well presented and actively and positively promoted
Financial	
<p>Receive and process payments from customers over the counter and issue receipts as necessary</p> <p>Problems in connection with departmental cash receipting are researched and resolved or brought to the attention of the line manager or relevant staff</p> <p>Produce accurate and timely reports as requested</p> <p>Identify any quality improvements that can be made to banking and receipting process</p>	<p>Polite and courteous manner during the collection and receipting of Council revenue</p> <p>All cash handling accurately receipted, coded and banked within required timeframes</p> <p>No banking errors received from the bank</p> <p>End of day balancing completed within agreed timeframe</p>
Training	
Maintain a competent level of knowledge and experience of the current information industry sector, public libraries, art galleries and customer services.	<p>Participate in training in all required Libraries and Galleries; Museum and Research Centre skills.</p> <p>Learn relevant information technology skills.</p> <p>Undertake appropriate training within set timeframes.</p>
Collections and Content	
Collection and content duties	Assist with the processing, maintenance, and deletion of library resources to agreed standards.
Systems, Software and Hardware	
Assist in the smooth operation and maintenance of Library Management Systems and Libraries and Galleries technology	Any issues reported to relevant line manager and staff member

Administration – General	
Add, maintain, review and implement operating procedures.	Adequate knowledge and training in order to answer queries in a most helpful manner Information available to the customer is current and entered competently
Support of new and existing staff Perform miscellaneous responsibilities. E.g. filing daily and end of month, assorted tasks.	All administration/support tasks are carried out to the satisfaction of the relevant line manager. All administrative tasks are carried out within the agreed timelines as applicable Procedures are self-audited, kept up to date and shared with others if appropriate Quality service given at all times
Ensure all other administrative tasks are processed within agreed timelines. Some of these tasks may include; financials, health, plant, answering simple enquiries, etc... Identify and implement any quality improvements that can be made to the administration process.	Quality service given at all times. Customer satisfaction – No valid complaints on poor customer service received
Miscellaneous	
Telephones - Receive phone calls, pass on to specific staff, record and pass on messages. Take responsibility for responding to all others Receive complaints, solve or pass on to the appropriate person. Provide information services Identify any quality improvements that can be made to the telephone process	All calls answered promptly, efficiently and courteously Response rates are within performance guidelines Calls are correctly screened and customer contact needs are clearly identified Messages are accurately recorded and brought promptly to the attention of the appropriate officer Answer and solve calls as quickly as possible to meet or exceed Customer Service targets. No valid customer complaints Phone status is correct at all times
Corporate Contribution	
Be a team player relative to support for, adherence to, and compliance with Council's governance and corporate plans, policies and strategies, management plans, policy and procedure manuals, strategic and business plans. Show support for organisation development initiatives e.g. customer service improvement, culture change Participate in Performance Development process Fulfil required Health and Safety tasks/responsibilities Participate and contribute to corporate projects and inter-departmental initiatives as agreed Ensure proper care of company plant and equipment Fulfil administration-reporting requirements e.g. Timesheets and reporting Ensure confidentiality is maintained at all times Any other duties that may be required from time to time	Corporate responsibilities are undertaken and completed accurately; meeting specified standards and within agreed timeframes Contribution to projects and corporate initiatives is effective and valued Administration requirements are completed in a timely and accurate manner

Organisational Responsibilities	
Health and Safety	
Implement Council's health and safety policy in respect to immediate work area.	<p>Council policies adhered to and meetings attended.</p> <p>All hazards promptly identified, reported and actioned according to procedure.</p> <p>All safety procedures followed according to instructions</p> <p>All accidents/incidents reported promptly and treatment and/or actions initiated</p>
Civil Defence Emergency Management	
Undertake Civil Defence training and duties as required.	Knowledge of Civil Defence procedures and application kept current through attending training and refreshers
Other	
Any other duties that may be required from time to time.	Duties undertaken.

Person Specification

Customer Engagement Assistant

Key: E = Essential / D = Desirable

Person Specification	
D	Recognised library or information studies diploma or equivalent qualification
D	Interest and understanding of local history
D	Interest in both contemporary and historical art
D	Customer Service, Call Centre or similar Certificate or equivalent customer engagement experience
E	Customer focused, able to achieve customer satisfaction for all customers
E	Passionate about providing excellence in customer service
E	Ability to communicate at all levels in the organisation
E	Manage and prioritise multiple tasks
E	Be friendly and courteous at all times
E	Need to be able to adapt to change and have confidence to not only use initiative but to act on it
E	Proficient in the use of computer literacy including Microsoft Office
E	Patience and a sense of humour
E	Demonstrates initiative by seeking quality improvements within work processes
E	Cashiering and administrative skills
E	Confidentiality
E	Conflict Management
D	Previous council experience e.g. knowledge of rates, dogs, property, refuse
D	A current driver's licence
The following levels would typically be expected for the 100% fully effective level:	
Expert	
Customer Focus Reception Ability to identify and analyse client needs Communication skills – written and verbal Interpersonal skills Ability to communicate at all levels in the organisation	
Advanced	
Good general knowledge of council systems, responsibilities, procedures and structure Specific procedures. E.g. loans, returns, user registration, reserves, APNK, etc. Conflict Management Cash handling Organisational skills Negotiation skills Ability to work well in a team Ability to work in an open plan working environment	
Working Knowledge	
Te reo Māori Time management Computer skills Copyright Act, Local Govt. Act 2002, Treaty of Waitangi Knowledge of Microsoft Office and Google suite Key council projects in progress or planned	

Awareness
Cultural awareness
Political awareness
Community awareness
Health and Safety
Council projects
Legislation
District council and non-council queries
Current issues

OUR VISION AND VALUES

*Tō tātau matakiteinga
me ngā wāriutanga*

OUR VISION *Ngā matakiteinga*

 **Better Together**
Toitū te Kotahitanga

WHAKATĀUKI

Hūtia te rito o te harakeke,
kei hea te kōmako e kō, kī mai ki ahau.
He aha te mea nui o te ao, māku e kī atu,
he tangata, he tangata, he tangata.

*Take away the heart of the flax bush and where
will the bellbird sing? If you ask me what is the
most important thing in the world
I will tell you, it is people, it is people, it is people.*

We put **people** at the
heart of everything we do
Toitū te Tangata!

- We value relationships
- We think of others
- We listen to understand
- We value our differences

We work as **one team**
Toitū te Mahi Tahi!

- We trust and support each other
- We speak up
- We share our story
- We back each other up
- We keep each other informed and up to date
- We involve each other
- We ask for help when we need it

We are always **learning**
and **improving**
Toitū te Taumata!

- We look for success on the horizon
- We seek out opportunities to grow
- We safely make mistakes
- We strive to be better
- We're open to change and embrace it
- We ask questions and challenge assumptions
- We reflect and review
- We ask for and share feedback
- We're brave and have courage

We care about
our **environment**
Toitū te Taiao!

- We keep our communities informed
- We are stewards of our place
- We bring people together
- We consider the needs of our communities
- We improve quality of life
- We are the community

We are **passionate**
and **proud**
Toitū te Mauri Ora!

- We love this place
- We love what we do and do what we love
- We bring energy and enthusiasm
- We look to have fun
- We aim for the best version of ourselves every day
- We acknowledge our efforts
- We share success stories
- We honour our past
- We look to the future together