



Customer Experience Officer

**Do you have a passion for working with the community?
If so, we want you to join our team as a Customer Experience
Officer at the Owaka Community Library!**

About Us:

At Clutha District Council, we are committed to empowering our community to thrive while preserving our spaces for future generations. We believe in creating a workplace where everyone feels valued, supported, and confident in their roles.

About the Clutha District:

The Clutha District, spanning over 6,700 square kilometers in the lower South Island, offers breathtaking scenery from coast to mountains. Enjoy a relaxed lifestyle, affordable housing, and a friendly community, fostering an ideal work-life balance. Conveniently located near Central Otago and Dunedin, with its international airport and university, and bordered by the stunning Catlins, renowned for its waterfalls, wildlife, rainforest, and surf-worthy beaches.

Role Overview:

As a **Customer Experience Officer**, you will ensure that every visitor's journey is engaging and positive. Your responsibilities will include:

- Delivering library programs and services.
- Providing digital assistance to customers.
- Promoting the Clutha District to visitors.
- Helping customers access council and other services.

The Owaka Community Library is open 363.5 days of the year. This is a permanent, up to 30-hour-per-week role. Hours and days of work will be negotiated with the successful candidate. We also welcome applications from individuals interested in a job-sharing arrangement.

Key Requirements:

- A high level of digital proficiency across a wide range of applications and technologies
- Excellent communication skills - both oral and written
- An ability and confidence to relate well to people of all ages, backgrounds and ethnicities; and a passion for making positive difference for people
- Self-motivated with high levels of adaptability and time management skills

Why Join Us?

- Opportunity to make a meaningful impact in your community.
- Supportive and inclusive work environment.
- Great work-life balance.
- Ongoing professional development and training opportunities.

**If you have great digital skills and love working with people of all ages, we'd
love to hear from you!**

We will be assessing applications as they are received, so apply now!



CLUTHA DISTRICT COUNCIL

VACANCY DETAILS

For confidential enquiries

Please contact Steph Brunton, Owaka Community Library Team Leader, phone 03 262 2140 or email steph.brunton@cluthadc.govt.nz

Vacancy closes

Monday 13th January 2025

Salary

Pay range up to \$59,579 (full-time equivalent) per annum gross, dependent on relevant qualifications, experience and skills.

To apply

Go to <https://cluthadc.recruitment.co.nz/> where you can complete an application form and upload your CV and covering letter. Or you can send a hardcopy to: Vacancy, Clutha District Council, PO Box 25, Balclutha 9240

Please go to www.cluthadc.govt.nz for information about the Clutha District and this council.

Privacy Act Provisions

The information you provide on your application for employment will be collected and held by the Clutha District Council. This is collected for the purpose of assessing your suitability for employment by the Clutha District Council, which may include subsequent changes in employment with the Council, and to meet Council's information requirements as a potential employer. You have a right of access to personal information held by the Council and may seek correction of such information to ensure accuracy.

Vacancy Process

- All applications will be acknowledged to the email address provided in your application.
- After the closing date, relevant staff will shortlist the applicants for the interview process.
- We really like to read your cover letter - an incomplete application is less likely to lead to success.
- Those applicants selected for interview will be contacted by us to arrange a date/time.
- If you are selected for an interview, be prepared to sign a police vetting form authorizing the Clutha District Council to seek a police report on you.
- We will notify unsuccessful applicants at an appropriate stage of the recruitment process. We are not obliged to provide a reason why you were not successful with your application.
- **All applicants must currently be legally entitled to work in New Zealand.**



CLUTHA DISTRICT COUNCIL

Job Description

Job Title	Customer Experience Officer
Date	August 2024
M Files	900562
Team	Libraries and Visitor Information
Location	Although primarily based at the Owaka Community Library, this holder of this role will be required to also work at the isite and other community libraries as rostered.
Employment Period	Permanent – Part time
Hours of Work	Up to 30 hrs pw, including statutory holidays will be required. Additional hours, not exceeding a weekly total of 37.5 may be required to provide relief cover for other staff.
Responsible to	Owaka Community Library Team Leader.
Responsible for	No staff report to this position.
Vulnerable Children's Act 2014	Under the Vulnerable Children's Act 2014, paid people who work with children and identified as Core or Non-Core Workers, are required to be safety checked, and to have these checks updated every three years. This job is designated as a Non-Core Worker.
Job Summary and Purpose	Our customers come to our five community libraries and the i-SITE to find, explore, discover, solve, and do. We're available, engaged, and responsive. We listen to our customers. And we help them. We put the customer first. Our to-do list comes second to the customers' to-do lists. Our positive attitude, meaningful interactions and productive transactions make each and every customer feel like they're the most important customer ever.

Each of our facilities provides various combinations of library, visitor (tourist) information and Council Customer Services:

Facility	Functional Area
Balclutha Community Library	<ul style="list-style-type: none">District Library functions – collections, membership/circulationCommunity Library Services
Clutha isite	Visitor Information and Council Services
Milton Community Library	Community Library and Council Services
Owaka Community Library and Visitor Information Centre	Community Library, Visitor Information Services, and Council Services
Tapanui Community Library	Community Library, Visitor Information and Council Services
Lawrence Community Library	Community Library and Council Services.

The role of Customer Experience Officer is extremely varied, ensuring the customer journey for all visitors is engaging and focused upon providing a positive experience.

Duties range from the delivery of library programmes, helping people access digital information, promoting the area as a destination for visitors, through to helping people access Council and other Community Services.

Although this role is primarily based at the Owaka Community Library, there will be occasions when relief will also be needed other facilities.



ORGANISATIONAL CONTEXT



KEY RESULT AREAS

There are eight sets of Key Result Areas (KRAs) covered by this job description which vary in coverage and combination by both facility and the function(s) provided by that facility.

The table below shows these eight sets of KRAs and the facility/functions they apply to.

To ensure that we have clarity on which KRAs, and associated Performance Standard Measures (PSMs) apply to what facilities/services we have set these out in detail in the Appendix attached at the back of this Job Description. The same order is adopted as per the list below. This means that the job holder will know which KRAs and PSMs apply to them when in a particular facility and/or delivering a particular service.

Any questions or queries should be referred to your Senior Customer Experience Officer, Team Leader or Manager.

KRA	FACILITY/FUNCTION THAT KRA APPLIES TO
<ul style="list-style-type: none">Teamwork	<ul style="list-style-type: none">All facilities within Libraries and Visitor Information Team
<ul style="list-style-type: none">Customer Experience	<ul style="list-style-type: none">All facilities within Libraries and Visitor Information Team
<ul style="list-style-type: none">Administration and Support	<ul style="list-style-type: none">All facilities within Libraries and Visitor Information Team
<ul style="list-style-type: none">Library Programmes and Services	<ul style="list-style-type: none">All Libraries
<ul style="list-style-type: none">Visitor Information Services	<ul style="list-style-type: none">isite, Owaka and Tapanui Libraries
<ul style="list-style-type: none">Council Services	<ul style="list-style-type: none">isite and Community Libraries
<ul style="list-style-type: none">Visitor Information Services	<ul style="list-style-type: none">isite
<ul style="list-style-type: none">Any other duties, at an appropriate level, as CDC requires	<ul style="list-style-type: none">All facilities within Libraries and Visitor Information Team



WORK COMPLEXITY

Most challenging duties typically undertaken or most complex problems solved:

- Maintaining the skills and knowledge to successfully use the wide range of digital applications required across the various activities
- Developing and maintaining positive community relationships across all sectors
- Developing and maintaining a current knowledge of local attractions and amenities
- Maintaining a current knowledge of library content and new trends in the delivery of library services
- Helping people to use digital technology
- Developing and successfully delivering library programmes
- Maintaining a broad knowledge of the services provided by the Clutha District Council
- Maintaining a broad knowledge of Council's Strategic Planning documents

FINANCIAL RESPONSIBILITIES

THE JOB HOLDER DOES NOT CONTROL A BUDGET

Technical/Professional Qualifications/Experience	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • An ability and confidence to relate well to people of all ages, backgrounds and ethnicities; and a passion for making positive difference for people. 	<ul style="list-style-type: none"> • A tertiary qualification in a related area e.g., libraries, information, marketing, comms, events management, community development or tourism
<ul style="list-style-type: none"> • Excellent communication skills - both oral and written, with a personal drive to consistently deliver positive customer experiences. 	<ul style="list-style-type: none"> • Knowledge of specialised library and/or administrative computer systems
<ul style="list-style-type: none"> • Have a high level of digital proficiency across a wide range of applications and technologies. 	<ul style="list-style-type: none"> • Strategic thinking ability
<ul style="list-style-type: none"> • Proven organisational skills and the ability to "get things done" 	<ul style="list-style-type: none"> • An interest in reading, heritage and/or travel
<ul style="list-style-type: none"> • An ability to see the "the big picture", whilst maintaining a high level of accuracy, impartiality and confidentiality when completing tasks. 	
<ul style="list-style-type: none"> • The ability to thrive in an innovative environment. 	
<ul style="list-style-type: none"> • An understanding of the role and functions of a modern public library service 	
<ul style="list-style-type: none"> • A general knowledge of Local Government services. 	
<ul style="list-style-type: none"> • Excellent time management. 	
<ul style="list-style-type: none"> • An ability to work well as part of a team and alone. 	
<ul style="list-style-type: none"> • A full, clean, current NZ car driver's licence 	<ul style="list-style-type: none"> • Advanced driver's course



KEY RELATIONSHIPS

EXTERNAL	PURPOSE OF CONTACT WITH THIS PERSON/S
<ul style="list-style-type: none"> Residents and visitors to the district 	<ul style="list-style-type: none"> The provision of a great customer experience
<ul style="list-style-type: none"> Government agencies 	<ul style="list-style-type: none"> Assisting customers to access government services digitally
<ul style="list-style-type: none"> Schools 	<ul style="list-style-type: none"> Promoting and delivering children's services and programmes
<ul style="list-style-type: none"> Rest Homes, retirement villages and housebound residents 	<ul style="list-style-type: none"> Delivering resources for housebound and promoting/delivering services for seniors/disabled
<ul style="list-style-type: none"> Non-government agencies and community groups 	<ul style="list-style-type: none"> Developing and maintaining relationships to enable the delivery of activities that support shared community wellbeing outcomes.
<ul style="list-style-type: none"> Local tourist and hospitality providers 	<ul style="list-style-type: none"> To provide current information to visitors.
INTERNAL	PURPOSE OF CONTACT WITH THIS PERSON/S
<ul style="list-style-type: none"> Council and community board members 	<ul style="list-style-type: none"> Provide information and support as required
<ul style="list-style-type: none"> Rosebank reception 	<ul style="list-style-type: none"> Collegial
<ul style="list-style-type: none"> Service delivery 	<ul style="list-style-type: none"> To support the building maintenance of the facility and community service requests.
<ul style="list-style-type: none"> Corporate services 	<ul style="list-style-type: none"> IT help desk support Finance
<ul style="list-style-type: none"> Strategy and planning team 	<ul style="list-style-type: none"> Contributing to "My Place" plans
<ul style="list-style-type: none"> All managers and staff 	<ul style="list-style-type: none"> Collegial and supportive.



CLUTHA DISTRICT COUNCIL

ORGANISATIONAL BEHAVIOURS

CDC Purpose Statement (why we exist/why we are needed):

"To empower our community to thrive and look after our spaces for future generations".

Cultural Vision Statement (the type of workplace employees want to have):

"CDC is a safe and enjoyable place to work where everyone feels valued, supported and confident in their role".

Values Statements (the principles that guide behaviour and decision-making):

Empathy: *We have empathy and treat people with respect.*

Inclusion: *We are inclusive of different cultures, perspectives and experiences.*

Openness: *We are respectfully honest and share knowledge and information.*

Integrity: *We do the right thing and speak up when we see the wrong thing.*

Therefore, when working for CDC we expect our people to:

[Be open, inclusive, have empathy and do the right thing](#)

HEALTH AND SAFETY

- All employees have a responsibility to work towards keeping a safe and healthy work environment by practicing safe work methods, identifying work place hazards and using appropriate safety equipment.
- Managers are responsible for implementing and promoting the management responsibilities as described in any Clutha District Council Health and Safety plans, policies and processes.

COUNCIL INFORMATION

All employees must actively demonstrate commitment to the various management systems and processes that are adopted and used by the Clutha District Council, for example the Electronic Document Records Management System (EDRMS), accounting systems etc.

EMERGENCY RESPONSE

Under the Civil Defence Act 2002, all territorial local authorities (TLA's) are required to have trained staff ready to respond to civil defence emergencies at a local level. You may be assigned a specific civil defence role or generally be co-opted to assist during a civil defence emergency event. You may be required to:

- Undergo training for a civil defence role
- Take part in exercises as required
- Work within and/or outside of normal hours (at time of an event)
- Work in another TLA if required (at time of an event).



CLUTHA DISTRICT COUNCIL

APPENDIX

DETAILED KEY RESULT AREAS (KRAs) and PERFORMANCE STANDARD MEASURES (PSMs) BY FACILITY/SERVICE

ALL FACILITIES WITHIN LIBRARIES AND VISITOR INFORMATION TEAM

Job Holder Is Accountable For	Performance Standard
KEY RESULT AREA - <i>Teamwork</i>	MEASURES
<ul style="list-style-type: none"> Maintaining a team environment that fosters and develops effective working relationships, and high performance. 	<ul style="list-style-type: none"> Staff collaborate to ensure all activities are completed according to Council procedures in an efficient and timely manner. Staff communicate openly, by sharing knowledge, skills and information with colleagues in a timely and appropriate manner. Team and other staff meetings are attended, with active participation demonstrated.
<ul style="list-style-type: none"> Participating in on-the-job training and engaging in work at other Council premises as required. 	<ul style="list-style-type: none"> Staff liaise with colleagues to cover absences and/or assistance as required. Personal development opportunities are actively sought and fulfilled.
<ul style="list-style-type: none"> Actively contribute to a positive team culture toward health and safety by adhering to Council's health and safety policies and processes. 	<ul style="list-style-type: none"> Hazards and incidents are identified and reported in a timely manner to the Reporting Officer. Being mindful of your own and others wellbeing and mental harm; and seeking support if needed.

Job Holder Is Accountable For	Performance Standard
KEY RESULT AREA – <i>Customer Experience</i>	MEASURES
<ul style="list-style-type: none"> Ensuring that customers are at the centre of all activities. 	<ul style="list-style-type: none"> Customer profiles are understood and respected. Processes and activities within your control and are designed and delivered with the customers' needs as the priority, not staff. Being open to possibilities, including the chance that you are wrong or have made assumptions Customer feedback is positive.
<ul style="list-style-type: none"> The provision of approachable, welcoming, and knowledgeable customer service. 	<ul style="list-style-type: none"> The following behaviours towards customers are actively demonstrated: <ul style="list-style-type: none"> - Be proactive - Be adaptive - Go above and beyond - Look for ways to say 'yes' - Share your passion - Be visible - Know when not to help - Actively listen and pay attention - Make the customer feel important - Be non-judgemental



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Job Holder Is Accountable For	Performance Standard
KEY RESULT AREA – <i>Customer Experience</i>	MEASURES
<ul style="list-style-type: none"> Ensuring that the public areas of the facility are welcoming and accessible for all. 	<ul style="list-style-type: none"> Provide the best solution for them Know what resources are available Know when to seek support
<ul style="list-style-type: none"> Ensuring that the public areas of the facility are welcoming and accessible for all. 	<ul style="list-style-type: none"> The facility is tidy, with any hazards mitigated and recorded. Seating and other furniture/equipment is arranged to meet customer needs. Physical spaces are welcoming and arranged to provide adequate spaces for library programmes. Promotional and other display information (both paper and digital) is current and easily seen. Regular promotions, displays and other activities are showcased to celebrate local communities and topical events.

Job Holder Is Accountable For	Performance Standard
KEY RESULT AREA – <i>Administration and Support</i>	MEASURES
<ul style="list-style-type: none"> Collecting, maintaining, and reporting branch activity for inclusion in the team's six weekly report to the Corporate Service Committee. 	<ul style="list-style-type: none"> Accurate statistics and branch events and activities are recorded and reported within a week of each month end.
<ul style="list-style-type: none"> Processing purchase orders. 	<ul style="list-style-type: none"> Purchase orders are accurately generated and/or receipted in Ozone. Purchase Orders are completed within Finance deadlines
<ul style="list-style-type: none"> Purchasing of office supplies (e.g., cafeteria, cleaning and stationery) required for the facility. 	<ul style="list-style-type: none"> Internal controls maintained for all purchases and all monies properly accounted for.
<ul style="list-style-type: none"> Maintaining an up to date working knowledge of all computer applications and technology utilised by the facility team. 	<ul style="list-style-type: none"> Proficiency demonstrated in the use of all applications and technology.
<ul style="list-style-type: none"> Actively supporting councils Emergency Management operations as required. 	<ul style="list-style-type: none"> Scheduled training is attended as required.

ALL LIBRARIES

Job Holder Is Accountable For	Performance Standard
KEY RESULT AREA – <i>Library Programmes and Services</i>	MEASURES
<ul style="list-style-type: none"> Management of the library's content in collaboration with colleagues. 	<ul style="list-style-type: none"> Content is current and displayed in a visually appealing manner. Content usage is continually monitored, and collections changed regularly to provide fresh content.
	<ul style="list-style-type: none"> New and topical content is prominently displayed and promoted.



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Job Holder Is Accountable For	Performance Standard
KEY RESULT AREA – <i>Library Programmes and Services</i>	MEASURES
<ul style="list-style-type: none"> Actively engaging with the local community and other library colleagues to contribute to the development and delivery of programmes that celebrate local heritage and support life-long learning, reading for pleasure, creativity, digital and social inclusion. 	<ul style="list-style-type: none"> Children's and digital literacy programmes are delivered regularly; along with any other programmes that meet community needs. Community relationships are developed and maintained. Community-led programmes are encouraged and actively supported.
<ul style="list-style-type: none"> Working as a member of the team to provide a friendly, efficient, effective library service to meet the recreation, education and information needs of the community. 	<ul style="list-style-type: none"> Customer experience is regularly monitored Library policies and procedures are carried out consistently.
<ul style="list-style-type: none"> Taking personal responsibility to ensure that their knowledge and use of the library's physical and digital resources is current. 	<ul style="list-style-type: none"> Customers are offered a range of resources to meet their needs. Suggestions for new content are made to collection selectors for consideration.
<ul style="list-style-type: none"> Collaborating with colleagues to actively promote library content, resources and programmes. 	<ul style="list-style-type: none"> A wide variety of methods and channels are utilised to engage with the Community to promote the library's activities.
<ul style="list-style-type: none"> Promote and provide assistance for community access and use of the Clutha Heritage repository. 	<ul style="list-style-type: none"> Communities are assisted to upload their own content to Clutha Heritage.

I-SITE, OWAKA AND TAPANUI LIBRARIES

Job Holder Is Accountable For	Performance Standard
KEY RESULT AREA – <i>Visitor Information Services</i>	MEASURES
<ul style="list-style-type: none"> Collaborating with other district visitor information services and Clutha Development colleagues to promote local attractions, sites and amenities of possible interest to domestic and international visitors. 	<ul style="list-style-type: none"> All customers are warmly welcomed and receive consistent and accurate information and advice.
<ul style="list-style-type: none"> Developing and maintaining an awareness of local providers offering services and experiences of interest to tourist visitors. 	<ul style="list-style-type: none"> Stock of current information brochures, map and other resources are maintained and displayed prominently. Regular contact is maintained with other district visitor information centres and colleagues.



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ISITE AND COMMUNITY LIBRARIES

Job Holder Is Accountable For	Performance Standard
KEY RESULT AREA – <i>Council Services</i>	MEASURES
<ul style="list-style-type: none"> Acting as Council's interface with the public by providing a friendly and professional first point of contact for council services at the front counter; including electronic, personal and telephone contact. 	<ul style="list-style-type: none"> All customers receive consistent and accurate information and advice Personal responsibility is taken to ensure that enquiries are followed up as necessary. Technical queries are directed to appropriate staff. Statutory and public documents, information pamphlets are available, current and attractively presented.
<ul style="list-style-type: none"> Maintaining a comprehensive knowledge of all services, activities and functions handled by Council's front-of-house team. 	<ul style="list-style-type: none"> Responses to queries and requests are accurate.
<ul style="list-style-type: none"> Accepting and processing payments from customers. 	<ul style="list-style-type: none"> Monies balanced and prepared for banking, internal controls maintained, and all monies properly accounted for.
<ul style="list-style-type: none"> Maintaining and updating cemetery records, including booking and sale of cemetery plots within Council policy. Liaising with contractors, Funeral Directors and the public. 	<ul style="list-style-type: none"> Accurate Cemetery bookings are made. Cemetery records are up to date and reliable. Requests are handled with diplomacy and tact.
<ul style="list-style-type: none"> Supporting the administration and maintenance of Council housing units and other Council operated and administered property (Community Halls) as required. 	<ul style="list-style-type: none"> Determine the exact nature and extent of all requests, to initiate and/or conclude a course of action within delegated authority. Accurate bookings are made. Liaise as appropriate with the Community Facilities Supervisor
<ul style="list-style-type: none"> Assisting customers with rate rebate applications 	<ul style="list-style-type: none"> Applications are treated with sensitivity, confidentiality, and accuracy.
<ul style="list-style-type: none"> Processing dog registrations 	<ul style="list-style-type: none"> Dog registrations are completed according to council procedures.

ISITE

Job Holder Is Accountable For	Performance Standard
KEY RESULT AREA – <i>Visitor Information Services</i>	MEASURES
<ul style="list-style-type: none"> Actively contributing to maintaining the isite's national accreditation. 	<ul style="list-style-type: none"> isite protocols are followed.
<ul style="list-style-type: none"> Promoting the wider Clutha District to isite visitors 	<ul style="list-style-type: none"> Positive customer satisfaction feedback is received on district information Social media posts about Clutha community events and news are posted as required according to CDC policy and isite guidelines. Digital displays are current.



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Job Holder Is Accountable For	Performance Standard
KEY RESULT AREA – <i>Visitor Information Services</i>	MEASURES
<ul style="list-style-type: none"> Promoting attractions and experiences across NZ to Clutha isite visitors 	<ul style="list-style-type: none"> RTO brochures and tourism guides are current. Brochures are ordered according to Clutha isite procedures.
<ul style="list-style-type: none"> Actively work with colleagues to develop and manage the isite retail operation. 	<ul style="list-style-type: none"> Recommend products for purchase. Stock orders are processed in IBIS and Ozone according to isite procedures and orders sent to supplier Incoming stock is checked against the invoice within two days of delivery. New stock is received into IBIS within seven working days of arrival of stock and/or invoice Pricing labels are attached to new stock prior to display Stock take completed according to procedures including a full stock take at end of financial year.
<ul style="list-style-type: none"> Provide additional support to the Council's rates team as required. 	<ul style="list-style-type: none"> Ensuring support is provided to rating team in times of heavy workloads.

Note that the above performance standards are provided as a guide only. The precise performance measures for this position will need further discussion between the jobholder and manager as part of the performance development process.