



Come work with us!

We do everything from roads to water, reserves to resource management, community housing to town planning, cultural facilities to an aquatic centre... and so much more! With our wide-ranging responsibilities and supportive team environment there's plenty of opportunity for you to grow and develop.

Yes, life in local government can be challenging, but it's also rewarding. At Waitaki District Council we're small enough to take the time to listen, to be real and to make a difference.

And what's not to love about a place where you can be in the ocean or heading into the mountains within half an hour? Where weekends can be spent biking, hiking, skiing, boating, or simply relaxing in some of the most spectacular hospitality and scenery in Aotearoa.



Waitaki

DISTRICT COUNCIL
TE KAUNIHERA Ā ROHE O WAITAKI

Case Officer

POSITION DESCRIPTION

Your place in Waitaki District Council

Case Officer reporting to the Customer Experience Manager.

Purpose & outcome of this role

Oversee Level 2 customer service requests, ensuring accurate resolution within Service Level Agreements. Resolve customer disputes effectively, minimising escalations and upholding service standards.

About the Community Engagement & Experience Directorate

We serve as Council's main connection to the community, providing essential services as outlined from the Strategy, Performance & Design Directorate.

Our key priorities are engaging with the Community to gather information for the Governance and Strategy, Performance and Design teams and overseeing professional customer service, focused on customer outcomes.

We implement Council policies to enhance the wellbeing of the Community in the areas of culture, health, recreation, education, and development.

You are part of the Officer cohort

Officers are confident delivering routine work within a well-defined area of work.

You use your understanding of our organisation, community, customers and partners to inform your thinking and advice.

With a growing depth of knowledge, you lead some pieces of work, being sure to follow established processes and approaches that keep the organisation safe.

You enhance team and organisational performance by being customer-centred, engaging well with others, working at pace, bringing fresh ideas about how work is done, and taking on greater responsibility as your knowledge grows.

Collectively we deliver on the strategic framework and Long Term Plan and role model what we ask of others across Council.

Context and responsibilities of this role

- Receive and promptly assess cases from customers and other channels, ensuring clarity on the request category(s) and establishing management plans aligned with relevant Service Level Agreements (SLAs).
- Leverage extensive institutional knowledge, CRM systems, knowledge bases, and collaborate with subject matter experts across Council to resolve cases comprehensively.
- Manage a diverse portfolio of cases concurrently, navigating them through various stages of the process while ensuring each receives appropriate attention and progresses as needed.
- Maintain proactive communication with customers through all available mediums, providing timely updates on case progress and promptly addressing internal and external inquiries.
- Recognise points where escalation is necessary, whether due to potential SLA non-compliance or other urgent matters, and take decisive action as required.
- Delegate and collaboratively coordinate tasks to contractors and Council staff, including Locality Officers, to ensure efficient workflow and timely resolution of cases.

**Empowering
our people and
place to thrive**

*Whakapuāwai
takata,
Whakapuāwai
whenua*

Grade 11

Last reviewed 15-07-2024

Skills you must do well



Imagine the future

Understand the strategic context for your work, the team's work, and more broadly across Council. Bring fresh ideas and solutions that help us progress towards our goals in ways that are customer-centric, and outcomes focused.

With others, improve our systems and processes

Reciprocate knowledge sharing and build trust-based relationships. Interact and collaborate with others across Council in ways that helps make sustainable, people-centred improvements.

Develop self and others

Prioritise your development and learning on the job. Support others to develop through training others in areas you are competent in and impart knowledge in a way that maintains a positive work environment.

Have a track record of delivery

Develop plans to implement work you are responsible for to a successful conclusion. Use your judgement to prioritise work and plan and manage time effectively to meet delivery targets, regulatory, legislative and quality expectations. Deliver for your team as well as collectively for the Council.

Communicate well

Communicate well in person and in writing. Ensure communication is clear, concise and consistent with internal standards. Use concrete examples and facts and figures to support a view.

Be agile and change capable

Adapt to change and uncertainty with a growth mindset by viewing change as a catalyst for personal and professional growth. Learn how to mitigate risks, reprioritise, and spot the opportunities when change is on the horizon.

Demonstrate our values and act with integrity, transparency and trust

Keep our values front and centre, ensure they are at the heart of everything you do. Act with integrity and use our values and behaviours to hold yourself and others to account. Speak up and challenge constructively when needed so we can make a positive difference to people we work with and the customers we serve.

Customer focus

Help instil a customer-centric culture through actively gathering and integrating customer feedback related to your work. Collaborate across functions to streamline and align services with customer expectations and ensure a unified effort to consistently enhance the overall customer experience.

Demonstrate political acumen

Understand how local government decision-making and operating procedures are navigated to achieve outcomes in your area of work. Use your knowledge of key stakeholders, internal operations, and decision-making processes in Council to get work signed off.

Self-aware, reflective and adaptable

Develop self-awareness to improve how you interact and work with others. Strengthen personal capability over time and optimise effectiveness with different situations.

Resilient

Show composure, grit, and a sense of perspective when the going gets tough; keep focus on solutions and recover and learn from setbacks.

Cultural perspective

Understand and value cultural diversity, foster an inclusive and culturally sensitive work environment and help us better reflect the diverse community we serve in the Waitaki District.

Curious

Show curiosity, flexibility, and openness in analysing and integrating new ideas, information, and differing perspectives.

Relationships

Internal

- You work collaboratively with **others across Council** operating as a cohesive team.

External

- You build and maintain connections with key **external contacts and organisations** and extend our networks to our diverse communities to enrich our work.



Experience and qualifications

In addition to 'skills you must do well' the following experience and qualifications are specifically required for this position:

Qualification

- A recognised and relevant tertiary qualification, ie Diploma level OR NCEA Level 2.
- Full NZ Drivers Licence.

Knowledge & Experience

- Working knowledge of relevant legislation, policies and procedures relating to local government, and related discipline.
- Have extensive and relevant experience in customer service.
- Have exceptional verbal and written communication and can accurately translate customer need into one or many service requests.
- Have demonstrated problem solving and conflict resolution skills.
- Can accurately interpret technical information, policy and processes and apply this to work and relay to the customer.
- Proven ability to manage multiple responsibilities and demands simultaneously.



All of Council responsibilities

Health, Safety and Wellbeing

You support, promote and actively participate in positive health, safety and wellbeing practices across Council.

Your role model self-leadership in health, safety and wellbeing by keeping up to date with and adhering to Council policy and guidelines and contributing to a safe, healthy and resilient Council team.

Emergency Management, Civil Defence and Business Continuity

You value the role Council has in keeping the community and Council safe in response situations.

You actively participate in associated training sessions, promptly respond to adverse events, and effectively fulfil any role-specific responsibilities and/or cover those staff directly involved in the response.