



Position Description – Water Services Business Support Officer

This position reports to: Water Services Business Support Lead

Career Level: 11

Position purpose: As a member of the Water Services Delivery Team the Water Services Business Support Officer is responsible and accountable for assisting the Water Services Business Support Lead to:

- Deliver quality customer service to both external and internal customers in a timely manner
- Provide effective engagement with customers and stakeholders to ensure appropriate information is provided and understood on the delivery of Water Services

The key areas of responsibility include:

- **Customer Service:** Engaging with customers and stakeholders to ensure appropriate information is provided and understood on the delivery of Water Services. Act as the first point of contact for enquiries to the Water Services Delivery Team and providing advice to both internal and external customers over the phone, via email, online and in person in a timely manner. Assist in the development and continuous maintenance of the customer knowledge database and related process mapping. Assist with the update of Water Services customer communications, including website updates and customer portals.
- **Coordination:** Provide support to the Water Services Business Support Lead and the wider team. Conduct vetting checks on all Water Services Connection and Trade Waste applications and invoicing applicants. Coordinating input into LIM's including, but not limited to, managing the implementation or removal of LIM notes where appropriate.
- **New Connections:** Organising new connections to Council's 5Water's infrastructure to enable development and construction works by arranging stand overs and inspections to be undertaken by both Council's Water Services Management Contractor and, where required, a Development Engineer.
- **Support:** Provide technical administration and general office services to support the daily activities of the Water Services Team. Be accountable for providing all necessary and up-to-date information.
- **System Technical Support:** Ensure all records and information is filed correctly into PORT in accordance with Council policies. Provide administrative support to the wider Water Services Team, including formatting documents, proof reading etc. Assist with keeping Water Services processes up to date. Recording customer feedback trends (inquires/complaints).
- **Financial Management:** Ensure invoices are processed and accurately authorised following financial delegations and procedures and forwarded to the accounts team in a timely manner to be processed by the due date. Raise invoices for Water Services including on-charge works and new connections to Council infrastructure. Processing the monthly contract including reviewing, and approval of, tasks, creating and completion of the monthly claim purchase order, as well as correspondence with the Network Management Contractor to achieve timely payment of the claim by the due date each month.

Direct reports: N/A

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Deliverables

Big Picture

- Have awareness of strategies, contribute to plans and KPIs for self, team and other teams as required
- Stay up to date with legislation and practices as appropriate to role
- Understand the intent/ethos of local government and the services provided by other parts of the Council
- Stay informed of organisational activities and decisions through being attentive to communications
- Show understanding and commitment to Te Tiriti o Waitangi (The Treaty of Waitangi) principles, know how these Principles are relevant to your work

Performance

- Achieve performance goals and expectations and follow leadership instruction on time and to a high standard consistently
- Report on progress to plan, and against own KPIs
- Take an active role in own goal setting, learning and development
- Correctly and appropriately use technology as required for role, including new technologies
- Contribute to the sustainability efforts and financial position of the Council through the responsible use of resources and equipment
- Comply with all legislation and Council policies
- Contribute to the sustainability efforts and financial position of the Council through the responsible use of resources and equipment
- Set a positive example for punctuality, attendance and work ethic

People & Culture

- Act in ways that align with and promote Council values
- Be a positive and constructive team member
- Collaborate on cross team/discipline projects and teams as required
- Constructively and successfully adapt to changes
- Take positive actions to keep self and others physically and psychologically safe and well
- Attend, be prepared for and engage constructively in all meetings
- Deliver exceptional customer service consistently (make every interaction count)
- Build effective, sustainable relationships at all levels
- Have consistently positive interactions externally and with Community Boards and Elected Members (as required for role)

Requirements for all staff

- Selwyn District Council honours Te Tiriti o Waitangi. We are committed to working with our Treaty partner to deliver on our obligations under Te Tiriti o Waitangi.
- Take all reasonable and practical steps to ensure the health and safety of yourself and others. Comply with any reasonable health and safety instruction, policy or procedure and ensure that all hazards, risks and incidents are reported using Vault.
- Actively participate in Performance Appraisals and complete a learning plan in conjunction with your manager.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policies.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Selwyn District Council policies and processes.

Emergency Management requirements for all Council Staff

- Selwyn District Council has a legislative responsibility to respond to an adverse event occurring within our communities. As such, any staff member may be required to assist the Emergency Management Team respond to such an event. Family circumstances and BAU roles will be taken into account.
Required assistance may include:
 - Coordination of emergency services and lifeline providers within the community during a civil defence emergency or adverse event.
 - Respond to civil defence emergencies or adverse events wherever possible and if it is safe to do so.
 - Participate in any required Civil Defence exercises to ensure that essential services are maintained.

Authorities

- Authorised to commit the Council to a course of action by signing external correspondence within approved delegation levels. For courses of action which will exceed the delegation levels, this must be done in conjunction with your manager.
- Comply with all other relevant sections of the Delegations and Policies manuals and their amendments.

Skills and Experience

| Essential | Desirable |
|---|--|
| <ul style="list-style-type: none"> • At least 5 years experience in a coordinator/administrator role within the construction industry • Experience with Asset Management Systems • Reporting and analysing data experience essential • Experience with invoices and complex receipting • Excellent customer service • High level of digital literacy and ability to keep up to date with changes in office technology • Excellent verbal, written (including report writing) and interpersonal communication skills • Strong time management skills • Ability to problem solve, show initiative and possesses sound decision making skills • Good analytical skills and attention to detail • Ability to research information effectively • Actively engages and contributes to the success and wellbeing of the team • Looks for process improvements or better ways to do things • Has a solution focused attitude to issues and problems | <ul style="list-style-type: none"> • Local Government sector experience • Experience in financial reporting, budgeting and procurement |

Key relationships

| External | Internal | Committees/groups |
|--|--|--|
| Council customers and Selwyn residents Te Taumutu Rūnanga Te Ngāi Tūāhuriri Rūnanga External contractors Territorial and Regional Authorities Taumata Arowai Government Agencies (incl MfE, MBIE, Work safe NZ) Non-government agencies | Chief Executive Executive Leadership Team Council staff Mayor Elected Councillors Elected Community Board Members | Committees of Council Business organisations and networks Special interest groups and committees |

Individual Contributor Competencies



Eats problems for breakfast. When faced with a new situation or setback, uses initiative and takes appropriate action.



Does Change Well. Is open-minded about change and prepared to adapt. Moves forward positively and constructively.



Builds Togetherness. Is equally open and friendly with all people, and respectful of individual differences. Works effectively in teams.



Rocks the messaging. Keeps those who need to know 'in the know'. Communicates clearly and appropriately.



Tackles the tough stuff. Prepared to constructively share an opinion and get involved in conversations on challenging matters. Takes ownership of mistakes.



Delivers the goods. Reliable, conscientious, disciplined and organised. Delivers to a manageable high standard consistently.



Brings out the best. Enjoys learning and improving their skills to be the best they can be. Embraces opportunities to identify and address development needs. Recognises and celebrates the achievements of others.



Sets the tone. Can keep functioning and stay calm when under pressure. Is a positive influence in the team.

Education, Qualifications, Memberships

| Essential | Desirable |
|---|---|
| <ul style="list-style-type: none"> National Diploma or relevant experience | <ul style="list-style-type: none"> Tertiary qualification engineering/construction |

The information contained in this position description is intended to describe the general nature and level of work being performed. It is not intended to be an exhaustive list of all responsibilities, duties and skills required of the position and incumbent. From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment.

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