

JOB DESCRIPTION

Job Title	Customer Support Advisor
Position Status	Permanent
Business Unit & Team	Corporate Services
Reports to	Team Manager Customer Support
Direct Reports	N/A
Base Location	Mangawhai or Dargaville
Salary Grade	9
Delegations	None
Key Internal and External Partners/Customers	TBC

ABOUT KAIPARA

Kaipara te Oranganui. Two oceans, two harbours.

Kaipara district extends from coast to coast, to the Waipoua Forest in the north and Pouto Peninsula in the south. It includes iconic beaches, kauri forests, rich farmland and rugged landscapes. People come from all over to experience this special part of the world, and we are privileged to play an important part in making Kaipara the place to be.

Our team is committed to Kaipara communities. We deliver essential services including roads, water, waste services, recreational facilities, libraries and regulatory services. Council staff engage our communities to contribute to key projects and plans and support them to achieve their own. We love what we do, and have a real passion for our people and our place.

At Kaipara District Council, we know there are some important ingredients to develop a strong and supportive culture for our people to thrive, these are our values - mahi tahi (team work), mahia te mahi (make it happen), mana (integrity), whakaute (respect), and pono (trustworthy). These values guide how we work together as a team and alongside our diverse communities.

ROLE PURPOSE

To provide professional frontline customer communication through all channels including face to face, telephone, email, internet and emerging channels by being knowledgeable and fully conversant with Council's service delivery systems and functions.

KEY RESPONSIBILITIES

Customer Focus	<ul style="list-style-type: none"> Provide first point of contact for Kaipara District Council customers including
----------------	---



Whakaute
RESPECT



Mahia te mahi
MAKE IT HAPPEN



Mahi tahi
TEAM WORK



Pono
TRUSTWORTHY



Mana
INTEGRITY

	<p>face to face, telephone, email, fax, internet, and emerging channels, and be a centre for exemplary service and functional knowledge for all facets of Council business in compliance with relevant legislation and in a manner that promotes the current and future interests of the community.</p> <ul style="list-style-type: none"> • Demonstrate comprehensive knowledge to provide appropriate applications, information and advice. • Act as a customer advocate within the department and the wider organisation. • Understand organisational context and respond “with one voice” on behalf of Council. • Champion the use of online self-service, inform and train customers in the use of Council services. • Accept and process payments from customers accurately. • Prepare daily banking and reconciliation of monies received. • Participate in consultation processes, submissions and community meetings as required.
Business Improvement	<ul style="list-style-type: none"> • Participate in project work associated with the development or introduction of Council services or the enhancement of the Customer Service Centre capabilities. • Participate in training and professional development to ensure appropriate skill levels are achieved and maintained, by actively participating in all training and e-learning including but not limited to: <ul style="list-style-type: none"> ○ The use of the legislation and regulations ○ Understanding of the application processes and system screens ○ Understanding of guidance documents, forms and supporting information
Business Continuity / Disaster Recovery	<ul style="list-style-type: none"> • Carry out business continuity responsibilities as required during any incident or emergency. • Provide an effective civil defence customer service in the event of a civil emergency. • Carry out disaster recovery or emergency management responsibilities if required.

KDC CORE RESPONSIBILITIES

Health, Safety & Wellbeing	<ul style="list-style-type: none"> • Take care of your own health, safety and wellbeing and that of others affected by your work. • Ensure prompt reporting of all Health and Safety hazards or incidents
Professional Development	<ul style="list-style-type: none"> • Participate in monthly and yearly roadmap planning and chats with your manager. • Actively participate in professional development initiatives to keep up to date in your area of expertise and to continuously develop skills and capabilities. • Complete annual mandatory learning.
Other Organisational	<ul style="list-style-type: none"> • Provide CORE customer experience (connected, open, reliable and easy)



Whakaute
RESPECT



Mahia te mahi
MAKE IT HAPPEN



Mahi tahi
TEAM WORK



Pono
TRUSTWORTHY



Mana
INTEGRITY

Responsibilities

- Champion our values
- Adhere to our ways of working (WoW)
- Observe KDC policies, procedures and guidelines
- Contribute to continuous improvement by identifying systems, processes or documents to improve and making changes to keep up with legislation, trends or best practice
- Maintain records in compliance with the Public Records Act 2005
- Be involved in the readiness for emergencies by attending relevant Civil Defence Emergency Management training as required
- Participate in any required Civil Defence exercises to ensure that essential services are maintained during emergencies
- Other tasks and/or projects as assigned

COMPETENCIES

Leader of Self

- Work Together
- Deliver Results
- Champion Innovation
- Provide Customer Experience Excellence
- Make Informed Decisions
- Communicate Clearly

SUCCESS PROFILE

Qualifications & Experience

- NZQA Contact Centre Level 3 qualification or equivalent customer service, business or related field qualification.
- 3-5 years' experience in a multi-faceted customer service environment.
- Experience in dealing with a wide range of people including challenging customers.
- Money handling experience is desirable.

Role Specific Skills & Attributes

- Resilience and ability to work under pressure.
- Ability to maintain confidentiality and political neutrality.
- Verbal and written communications skills with the ability to type and talk.
- Computer literacy and knowledge of IT, telephony, databases and Microsoft Office.
- Effective time management and a proven ability to work to deadlines.
- Flexibility and adaptability.
- Solution focused problem-solving skills.

Other Role Requirements

This role requires:

- regular travel across the Kaipara region



Whakate
RESPECT



Mahia te mahi
MAKE IT HAPPEN



Mahi tahi
TEAM WORK



Pono
TRUSTWORTHY



Mana
INTEGRITY