

# Job Description



## My Position

<b>Position:</b>	<b>Team Leader – Customer Services - Richmond</b>
<b>Section:</b>	Customer Services
<b>Group:</b>	Service & Strategy
<b>Responsible to:</b>	Customer Services Manager
<b>Responsible for:</b>	<ul style="list-style-type: none"><li>• Customer Services Officers</li></ul>
<b>Job Purpose:</b>	<ul style="list-style-type: none"><li>• To efficiently and effectively assist and co-ordinate the daily operation of the Customer Services team.</li><li>• To lead, coach, train, develop and empower the staff within the team to enable them to deliver high quality customer services.</li><li>• To ensure that the Customer Service Area and Civic Foyer is fit for purpose for all Council staff and customers.</li><li>• To provide a high quality, professional response to customer enquiries and requests for service received by either the Call Centre or Front of House.</li><li>• To ensure that Council's contractual obligations are met regarding external agencies.</li><li>• To provide administration support to other groups in relation to Bylaws, Acts, Regulatory, RMA and other areas when required.</li></ul>

## Our Council

<b>Our District Vision:</b>	Thriving resilient Tasman <i>Kia manawaroa te tai o Aorere</i>
<b>Our Purpose:</b>	Delivering Public Value <i>Kia whai hua mā te marea</i>

## Our Values

We support our Vision and Purpose through living our values.

**Auahatanga – Innovation.** *I orea te tuatara, ka patu ki waho. A problem solved by continuing to find solutions.*

- We love ideas, big or small
- We delivery differently
- We learn and grow
- We give it a go
- We are brave and challenge the status quo

**Kawenga – Responsibility.** *Kia ū ki te pai. Stay resolute to that which is good.*

**Manaakitanga – Caring/ Sharing.** *Te tohu o te rangatira, he manaaki. The sign of a leader is how they support, protect and respect others.*

- Helpfulness and respect guide us
- Our mana encourages and lifts others up
- Care and empathy are a priority
- We are always welcoming
- We freely share knowledge

**Whanaungatanga – Relationships.** *He aroha whakatō, he aroha puta mai. If kindness is given then kindness shall be received.*

- We honour our commitments
- We act professionally with integrity
- We are honest and open
- We bring the right attitude to work
- Safety and wellbeing come first
- We connect, listen and involve
- We believe in collective success
- Our stories create shared meaning
- We embrace diversity
- We are kind and nurturing

## My Group

### Role of the Service & Strategy Group

The Service & Strategy Group's primary purpose is to manage the delivery of Council's library and customer services and the Council's policy and planning work. The Group's work includes providing leadership in organisation wide strategy and corporate policy development; resource management and environmental policy and planning; community partnerships services, events, grants and environmental education; and delivering front line customer services and library services.

Key Group responsibilities include providing high quality 'front of house' customer and library services; leading and co-ordinating Council's Long Term Plans, Annual Plans, Annual Reports and Policies required by the Local Government Act 2002; preparing Council's plans and policy statements required under the Resource Management Act 1991; overseeing the development of the Future Development Strategy, Growth Strategy and Activity Management Plans; and undertaking reserves and recreation planning.

## My Key Result Areas

### My Priorities

What am I supposed to do?	How well am I supposed to do it?
<b>Customer Services</b> <ul style="list-style-type: none"> <li>• Provide internal and external customers with access to information and services in a consistent and professional manner so that the Council is held in high regard.</li> <li>• Accept and receipt monies from customers and process in accordance with Council procedures.</li> <li>• Record, respond to and monitor requests for information and services in accordance with Councils procedures.</li> <li>• Receive and check applications for completeness relating to Consents and Licencing including plans and schedules.</li> <li>• Record requests for service in Service Request systems as appropriate for the Group and escalate enquires according to agreed procedures.</li> <li>• Provide services to customers according to any agreement with external agencies.</li> <li>• "Add value" when responding to customer enquiries by informing customers of other related or applicable services provided by Council or other Agencies, if appropriate.</li> </ul>	<b>Customer Services</b> <ul style="list-style-type: none"> <li>• I am available and responsive to customers and their enquiries with the majority of requests responded to and resolved first time. Users are satisfied with the service.</li> <li>• All cash receipting procedures are applied with 100% accuracy at all times.</li> <li>• Comply with Council's confidentiality policies at all times.</li> <li>• Building Control Accredited (BCA) procedures are followed and completed to the agreed BCA standards.</li> <li>• All service requests are logged, monitored and escalated as per agreed timeframes and followed through in a manner that creates resolution.</li> <li>• Processes are completed to the satisfaction of external agencies. Error rate not to exceed 2% of all transactions.</li> </ul>
<b>Information and Administration Management</b> <ul style="list-style-type: none"> <li>• Ensure databases and information under the responsibility of Customer Services are maintained and up to date at all times.</li> <li>• Update, maintain and review customer services information systems and resource information as required keeping adequate stocks on hand. Report out of date or inaccurate information to the designated process.</li> </ul>	<b>Information and Administration Management</b> <ul style="list-style-type: none"> <li>• Information is current and efficiently able to be retrieved. Out of date or inaccurate information is reported on immediately and to the designated process.</li> <li>• Internal satisfaction with the Customer Service team is positive and rated by users as good or better.</li> </ul>

<ul style="list-style-type: none"> <li>• Assist with the production of activity and performance monitoring reports as needed.</li> <li>• Ensure that general office administration relating electronic and paper based records is carried out accurately. Carry out administration duties for processing of regulatory or bylaw applications including data input, maintenance, distribution of decisions, and costing according to agreed procedures. Applications may include but are not limited to: <ul style="list-style-type: none"> <li>- Consents and Licencing</li> <li>- Cemeteries: purchase of burial plots and interment</li> <li>- Land Information Memoranda: processing and issuing of</li> <li>- Official information and Meeting Act requests: simple and complex.</li> <li>- Dog Registration: Undertake the requirements of the National Dog Database and ensure information is collected to enable up to date and accurate reporting.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• External satisfaction with the Customer Service team is positive and is rated by users as good or better.</li> <li>• My customer experience results in a positive or agreed outcome.</li> </ul>
<b>Process Improvement</b> <ul style="list-style-type: none"> <li>• Participate in the continuous improvement of services to meet customers and the councils changing needs.</li> <li>• Report any faults or problems with the building, telephone, computer systems or furniture and equipment to the designated process.</li> <li>• Actively promote and suggest improvements to any aspect of how Council provides services which increase efficiency and customer satisfaction.</li> <li>• Participate in customer satisfaction surveys and other related Council research.</li> </ul>	<b>Process Improvement</b> <ul style="list-style-type: none"> <li>• There is evidence of improving customer service with new initiatives within the Group. Job holder is responsive to feedback and contributes to changes processes.</li> <li>• Effectively contributes to system improvements and offers ideas in a constructive and productive way.</li> </ul>
<b>Richmond Customer Service</b> <ul style="list-style-type: none"> <li>• Undertake and oversee general administrative work associated with the Richmond Centre.</li> <li>• Ensure the smooth running of Customer Service area.</li> <li>• Provide administration support services for staff as required.</li> <li>• Maintain stocks of consumable items, forms and brochures (including storage areas behind counter).</li> <li>• Service Centre Petty Cash and Raise Purchase Orders. Approve accounts for payment in Customer Services Manager absence.</li> <li>• Maintain counters, foyer brochures, meeting room boards and promotional displays to ensure the council is presented professionally.</li> <li>• Be actively involved in development of improvements to Customer Service standards and Service Level agreements.</li> </ul>	<b>Richmond Customer Service</b> <ul style="list-style-type: none"> <li>• All services are professionally delivered and available for customers to access within appropriate timeframes during normal working hour</li> <li>• All orders and accounts are reconciled monthly and comply with Delegations Register.</li> <li>• Confirm Service requests are logged for all building maintenance. Other faults reported to Group and escalated to the Customer Services Manager as require</li> <li>• Petty cash account is reconciled weekly and Purchase Orders complies with Delegations Register.</li> <li>• All information is current and professionally displayed at all times.</li> <li>• Improvements including FAQ's and standards are reviewed for regular updating.</li> </ul>
<b>My Leadership</b>	
<b>Team Leadership &amp; Engagement</b> <ul style="list-style-type: none"> <li>• I provide leadership and act as positive role model to create a positive team environment that fosters, develops and promotes engagement and a good team culture.</li> <li>• I provide opportunities for my team to participate and be included in decision making that may impact upon their individual or team performance outputs.</li> </ul>	

<b>Team Performance Management</b> <ul style="list-style-type: none"> <li>• I effectively lead and enable my team to deliver on our Section work programme and Council's strategic goals and performance objectives.</li> <li>• I provide effective support and proactively assess my team's workload and reallocate workloads when needed.</li> <li>• I understand the data generated by my team is an important Council asset and I will use our data and systems to drive performance, quality decision-making and improved service delivery.</li> </ul>
<b>Team Professional Development</b> <ul style="list-style-type: none"> <li>• I make sure everyone in my team has clear performance goals and measures that are aligned with Council's strategic goals and meet with them regularly to discuss and review progress.</li> <li>• I provide regular development, mentoring, coaching, feedback performance conversations, and encourage participation in appropriate training opportunities.</li> </ul>
<b>Team Recruitment &amp; Induction</b> <ul style="list-style-type: none"> <li>• I take an active responsibility for the recruitment of the 'right person in the right job', and ensure quality induction, training and ongoing socialisation is provided to new members in my team.</li> </ul>

My Contribution
<b>Accountability</b> <ul style="list-style-type: none"> <li>• I take responsibility for my performance, decisions and actions and how these impact on others.</li> <li>• I take ownership of my wellbeing and health and safety responsibilities and seek support if I need it.</li> <li>• I take responsibility for ensuring the digital information, data and records created from carrying out my role are properly stored, maintained and retrievable.</li> <li>• I fulfil other assigned responsibilities, tasks and project work in a professional and timely manner.</li> </ul>
<b>Customer Focus</b> <ul style="list-style-type: none"> <li>• I focus on the needs of our customers and provide all of them with outstanding service.</li> <li>• I treat all people with respect, and I deliver on the commitments I make.</li> <li>• My actions are fair and build trust with my colleagues, customers and our community.</li> </ul>
<b>Relationship Building</b> <ul style="list-style-type: none"> <li>• I build and maintain genuine relationships with my colleagues, customers and our community.</li> <li>• I actively listen to others and am supportive, friendly and helpful.</li> <li>• I respect all cultures and act in ways that make others feel included and valued.</li> </ul>
<b>Resilience &amp; Adaptability</b> <ul style="list-style-type: none"> <li>• I support new ways of working and am able to be flexible and calm when facing change or difficult situations.</li> <li>• I am digitally confident and participant in opportunities to learn how to apply digital business technology and tools to my work.</li> <li>• I am a willing contributor and participant in business process improvement solutions and other initiatives that enhance our service delivery.</li> </ul>
<b>Motivation &amp; Drive</b> <ul style="list-style-type: none"> <li>• I take responsibility for my own learning and development and welcome feedback to improve my performance.</li> <li>• I effectively plan, manage and prioritise my work and deliver it on time.</li> <li>• I choose to bring the right attitude to work and I role model behaviours and attitudes that align with the Council's Values.</li> </ul>
<b>Collaboration &amp; Inclusion</b> <ul style="list-style-type: none"> <li>• I actively contribute to the achievement of team goals and objectives.</li> <li>• I collaborate effectively with others and support my colleagues to achieve the Council's strategic goals and objectives.</li> </ul>
<b>Civil Defence Emergency Management</b> <ul style="list-style-type: none"> <li>• I provide assistance and support during civil defence / emergency management activities.</li> <li>• I participate in civil defence and emergency management training.</li> </ul>
<b>Working within te ao Māori</b> <ul style="list-style-type: none"> <li>• I have the appropriate level of knowledge and understanding of the principles and application of Te Tiriti o Waitangi for my role.</li> <li>• I have the appropriate level of knowledge of Tikanga Māori (customs and practices) and Te Reo Māori (Māori language) for my role.</li> <li>• I have the appropriate level of knowledge of Council's engagement protocols with the whānau, hapū and iwi of te Taihū for my role.</li> <li>• I foster a culturally inclusive environment by actively engaging with and respecting Māori perspectives and practices in my work.</li> </ul>

## My Delegations

I have delegated decision-making authorities and financial responsibilities for expenditure as listed in Council's Delegations Register. I also have staff responsibilities.

The Council may from time to time delegate to me other specified powers and duties, all of which I must exercise with due care and diligence.

## My Competencies

### My Qualifications and Experience:

- At least four years' experience in a similar customer services or call centre role, preferably within a large organisation.
- Proficient digital literacy skills with proven knowledge of Microsoft Office suite and the use of database applications.
- Previous staff leadership and supervision experience or sufficient previous experience to provide the skills and capability for the role
- Working knowledge of the relevant statutes, regulations and regulations pertaining to local government is desirable.
- Aptitude and experience in cash handling.
- Experience in, or a working knowledge of, Local Government is desirable.

### My Personal Attributes:

- An active team member with a passion for customer service and a genuine enjoyment in assisting people
- A high level of interpersonal and communication skills to provide customers with clear precise information and accurate messages.
- Ability to lead, coach, train and develop staff to enable them to deliver high quality customer services.
- A pleasant and clear telephone voice, with excellent telephone and face to face customer service skills
- Ability to gain co-operation and assistance from customers, service providers and staff members to negotiate positive outcomes for all parties.
- Ability to remain calm, constructive and understanding when handling difficult customers, complaints and stressful situations so as to generate a positive image of the Council.
- Ability to relate and respond positively to customers from a wide range of backgrounds, ages, cultures and ability.
- Excellent organisational skills and an ability to work accurately under tight time constraints with at times, a minimum of supervision.
- Ability to learn and retain new information quickly and to and pass this information on accurately and concisely to others.
- Good knowledge and understanding of Te Tiriti o Waitangi and Tikanga Maori.

## My Agreement

**My Name:** .....

**My Signature:** .....

**Date:** .....