

# ENVIRONMENT SOUTHLAND

## Receptionist & Customer Support

### Role description

#### About us

##### Our mission

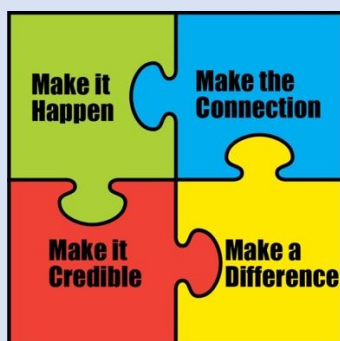
Working with the community to enhance Southland's environment.

##### Our vision:

A thriving Southland (Te taurikura o Murihiku)

##### Our values:

Here at ES, we -



### Role purpose

The **Receptionist & Customer Support** role contributes to the overall performance of Council by primarily providing high quality reception services.

Emphasis is on:

- Recognising that Council works for and provides services to a large ratepayer base, who in turn fund Council's activities by paying rates, fees and charges. The way receptionists engage and interact with ratepayers has a significant impact on Council's reputation and credibility.
- Providing telephonist services and initial support to customers who phone Council.
- Providing in-person cashier and initial support to customers who attend Council's office.
- Arranging travel and accommodation requirements for staff across the organisation.
- Assisting with Service Request Capture and Assignment in IRIS
- Undertaking clerical duties from other parts of the organisation from time to time.

## About your role

Grade: 9

Pathway: S4

**Group/Division:** Corporate Services Group /Customer Support Services Team

**Reports to:**

Customer Support Services Manager

**Who you will be working with**

**Direct reports:**

- Nil

**Indirect reports:**

- Nil

**Key relationships**

**External:**

- Ratepayers
- External organisations
- Visitors
- Members of the public

**Internal:**

- Elected members
- Committee Chairs
- Mana Whenua Representatives
- Chief Executive
- General Managers
- Managers and team leaders
- Other staff at Environment Southland

**Delegations**

In line with the Environment Southland Delegations Manual

## Your leadership profile – Individual Contributor

*Your crucial challenge as an Individual Contributor is to find a way to add value while working effectively with others.*

*To be an effective **Individual contributor**, aim to:*

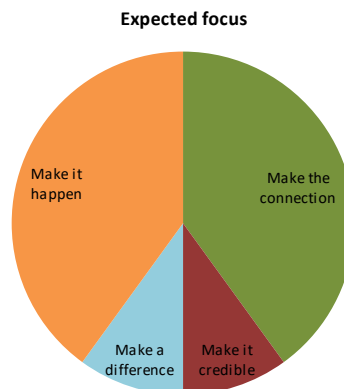
**Make it Happen** – Show initiative, take accountability and deliver high-quality work on time.

**Make the Connection** – Focus on meeting your customers' needs and work collaboratively as part of your team.

**Make it Credible** – Communicate clearly, show integrity, and focus on building your professional skills.

**Make a Difference** – Show curiosity, make thoughtful and evidence-based decisions, and aim to understand the wider context for your work.

While all elements of the Environment Southland Leadership Competency Framework are important, as an **Individual Contributor**, you will have a stronger focus on Make it Happen and Make the Connection.



## Your accountabilities

<b>Reception</b>	<ul style="list-style-type: none"> <li>• Answer incoming calls promptly and courteously.</li> <li>• Incoming visitors – provide initial contact for customers.</li> <li>• Receive customer payments, record total transactions, receipt payments and complete end of day till balance.</li> <li>• Keep up to date with current Council matters that customers may be calling about.</li> <li>• Monitor “Where Am I” and “Get Home Safe” tracking system.</li> <li>• Management of incoming Council service emails.</li> </ul>
<b>Travel and accommodation</b>	<ul style="list-style-type: none"> <li>• Arrange according to requests.</li> <li>• Negotiate acceptable rates.</li> <li>• Record itinerary.</li> <li>• Call-up ticket.</li> <li>• Deliver to recipient.</li> <li>• Check travel accounts.</li> <li>• Report to Executive</li> <li>• Consider financial implications of actions.</li> </ul>
<b>Reception clerical duties</b>	<ul style="list-style-type: none"> <li>• Update telephone and lists.</li> <li>• Check telephone and accounts</li> <li>• Private telephone calls identified, and Finance Team advised</li> <li>• Advise delivery of goods to reception</li> </ul>
<b>Assist with Service Request Capture and Assignment in IRIS</b>	<ul style="list-style-type: none"> <li>• Provide initial contact for customers requesting service.</li> <li>• Assign service requests.</li> <li>• Obtain knowledge and information about ongoing or developing issues.</li> </ul>
<b>Assist with Customer Contacts / Data maintenance</b>	<ul style="list-style-type: none"> <li>• Capture, record and maintain accurate and full information details for Customer Contacts and other related data in corporate IT systems as required.</li> <li>• Capture contact information following protocol.</li> <li>• Promote to, and advise the organisation on, the benefits of maintaining quality customer Information (including contacts) in corporate IT systems.</li> </ul>
<b>Assist with Office Support</b>	<ul style="list-style-type: none"> <li>• Assist colleagues as the need arises with file notes, mail-outs, photocopying, and other office support activities.</li> <li>• Manage incoming mail by entering details into relevant Council systems and forwarding to the correct recipient.</li> <li>• Ensure that the inward mail processes are documented and kept up to date.</li> </ul>
<b>Continuous improvement</b>	<ul style="list-style-type: none"> <li>• Continually seek opportunities to improve services for your customers (internal or external).</li> <li>• Show flexibility, adaptability and a willingness to change and are open to feedback as an opportunity to improve.</li> <li>• Support the implementation of the Customer Services Strategy.</li> </ul>
<b>Stakeholder relationships / customer service</b>	<ul style="list-style-type: none"> <li>• Develop strong and effective relationships with internal and external stakeholders.</li> <li>• Respond appropriately.</li> <li>• Understand situations from the customer’s perspective.</li> <li>• Keep customers up to date about progress of queries/requests/projects</li> <li>• Maintain clear communication</li> </ul>
<b>Other duties</b>	<ul style="list-style-type: none"> <li>• Any other duties as may be required from time to time.</li> </ul>

## Your health, safety and wellbeing

- Work safely and take responsibility for keeping self, colleagues, contractors and customers free from harm
- Report all incidents, near-misses, hazards and accidents promptly
- Communicate whereabouts when out of the office (e.g. use Where Am I, Get Home Safe)
- Activity risk assessments are completed as part of planning for all field-based activities prior to work being undertaken, with relevant parties
- Know what to do in the event of an emergency
- Participate in safety and wellbeing initiative and programmes as required
- Attend required health and safety training and induction sessions.

## Working with Māori

Working at Environment Southland requires all of our staff to uphold the council's Te Tiriti o Waitangi responsibilities as part of their day-to-day role. This might be through the appropriate delivery of functions through various legislation where Te Tiriti o Waitangi or partnering with mana whenua is required or upholding the commitments that our elected councillors have made to Ngāi Tahu ki Murihiku through the Charter of Understanding. Many of our established workstreams and programmes are delivered in partnership with the four papatipu rūnanga of Ngāi Tahu which hold mana whenua in Murihiku Southland.

This will regularly require:

- Understanding and delivery on Te Tiriti o Waitangi obligations for Environment Southland that are identified for your role
- Ensuring partnership and engagement practices are planned for, and suitable to the relationship with Ngāi Tahu ki Murihiku
- Undertaking regular learning and development for the role to support competency in delivering on Te Tiriti o Waitangi responsibilities, as directed

## Your civil defence and emergency response responsibilities

All staff of Environment Southland may be required to undertake Civil Defence or Biosecurity duties in the event of an emergency. Training will be given as appropriate.

- Fulfil allocated Civil Defence and emergency response roles, as assigned.
- Manage or assist with other emergency responses that are required.
- Participate in Civil Defence and emergency response initiatives and programmes as required.

## Confidentiality, privacy and recordkeeping

All staff of Environment Southland are required to collect, retain, and maintain sensitive, confidential and personal information. Training will be given as appropriate to:

- Manage all information with care and respect in accordance with the Public Records Act 2005, Privacy Act 2020, Local Government Official Information and Meetings Act 1987 and all other relevant Local Government legislation.
- Retain information, regardless of format, e.g. records and data in official organisational systems.

- Ensure no sensitive, confidential, or personal information is inappropriately shared internally or externally without the appropriate approval.
- Report a privacy breach to the organisational Privacy Officer if a situation should occur.

## Your experience, knowledge and qualifications

### Knowledge/Experience

- At least two years of relevant experience in a frontline role.
- Previous experience in an organisation with a broad range of activities is preferred.
- Competent in the use of computers, especially Microsoft Word and Outlook and data entry.
- Excellent oral communication and customer service skills, with the ability to interact with staff at all levels within the organisation, and with Councillors and members of the public.
- Knowledge of the Southland region or demonstrated capability to learn quickly about it.
- Punctuality and effective time management skills are required.
- Full current driver's license

### Attributes

- Calm, patient and well organised.
- A pleasant and welcoming manner, showing interest in callers and visitors and working to build rapport with regular customers.
- A clear speaking voice with ability to be easily understood.
- Committed to understanding and delivering on Te Tiriti o Waitangi matters on behalf of Environment Southland, specific to Murihiku context.
- Interest to develop further capability, in te reo me ona tikanga Māori
- Able to work without close supervision and exercise judgment on when to consult others and seek advice.
- Ability to anticipate work needs and be flexible in meeting them.
- Team player who can work with a wide variety of people.
- Self-motivated and with high personal standards.
- Versatile and open-minded.
- Able to work in a tidy and organised fashion, multitasker, prioritising work and keeping all parties informed.
- Accuracy with details and figures.
- Willing to promote and demonstrate the values of Environment Southland

## Performance Review

We have a Professional Development Programme (PDP) that is the basis for performance assessment at all levels of the organisation. There is at least one formal meeting, annually, between the team member and their people leader, along with a six-month review and regular monthly catch-ups.

## Acknowledgement

I \_\_\_\_\_ have received a copy of the job description and have read and understand the duties and responsibilities and key relationships described therein.

Signature \_\_\_\_\_

Date \_\_\_\_\_