

Job Description



My Position

Position:	Customer Services Officer
Section:	Customer Services
Group:	Service & Strategy
Responsible to:	Team Leader – Customer Services
Job Purpose:	<ul style="list-style-type: none">• Provide a high quality, professional front line customer service by being the friendly, efficient, and knowledgeable face of Council.• Cover a wide range of customer enquiries and transactions either in person, by phone or by digital correspondence.• Participate in team discussions and support peers and managers to ensure that they and Council are successful.• Provide an efficient, effective service to customers (both external and internal) to achieve Council's levels of service, in a cost effective and sustainable manner.• Ensure that customer processes and applications meet internal and compliance processes in relation to By Laws, Acts, regulatory and RMA functions.• To ensure the smooth running of all Customer Service Centres, Customer Services Officers may be required to work from other Customer Service Centres and part time staff may be required to take additional hours of work.

Our Council

Our District Vision:	Thriving resilient Tasman <i>Kia manawaroa te tai o Aorere</i>
Our Purpose:	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?
Customer Services Standards <ul style="list-style-type: none"> • Maintain a high level of understanding to follow procedures, guidelines, checklists, Customer Service Standards, Call Centre Standards, FAQs, security, safety and visitor procedures. • Use proficient interpersonal skills to provide exceptional frontline customer service, with a friendly greeting and professional, effective, and efficient response to telephone, counter, written and digital enquiries. • Accuracy is required to enter, action, and follow up on Service Requests in the appropriate system to ensure fast and efficient outcome by Staff or contractors. If delayed, customer must be advised of the reason and outcome. • Keep work area tidy, open, and ready for business during all opening hours. • Cashiering - procedures are followed to accurately receive and process payments from customers over the counter or by mail, and to undertake accurate reconciliation and end of day banking. • Be the face and voice to our customers, representing a positive image for Tasman District Council. • Ensure coverage of all assigned Customer Service functions is provided, including deployment to other Service Centres at short notice as required. • Maintain counters, foyer brochures, meeting room boards and promotional displays to ensure the Council is presented professionally. 	Customer Services Standards <ul style="list-style-type: none"> • Staff understand where to look to find the required answers and will ensure health, safety, and security for all. • Customers' needs are assessed correctly, and relevant information is provided clearly for the customer to understand. • Where possible, problems will be solved on the initial call or queries will be directed to the correct Group for attention. • Customers are directed to the correct Group for further service and are kept updated on the action being taken. • The Service Centre feels welcoming and ready for customers during all opening times, with relevant information to hand. • Customers feel welcomed, understood, and attended to. • 100% accuracy in all cash handling. • A professional approach is maintained at all times. • A clean, tidy, professional appearance is always required <p>A high level of flexibility is needed to cover all customer service functions to meet customers' needs.</p> <ul style="list-style-type: none"> • All Service Centres are appropriately staffed.

<p>Call Centre – Following Call Centre Standards:</p> <ul style="list-style-type: none"> • Phones are answered as soon as possible. • Listen and ask appropriate questions to clarify customer's needs. • Explain information in an understandable way to a lay audience. • First contact resolution is the goal however Service Requests are lodged where assistance is required from other sections of Council or contractors (e.g., Roading, Waters & Waste). • LGOIMAs and Complaints are identified, lodged, and escalated appropriately if they are unable to be resolved immediately. • Library calls are taken, library books renewed, or calls are escalated to library staff as appropriate. 	<ul style="list-style-type: none"> • All customer calls are answered with a friendly greeting, speaking clearly and concisely, and appropriately for the caller. • LGOIMA requests, complaints, and Library queries will be handled appropriately.
<p>Information and Administration Management</p> <ul style="list-style-type: none"> • Undertake Customer Service Liaison role with allocated Group to update, maintain and review customer services information and resources as required. • Report back out of date or inaccurate information to appropriate Section. • Provide information as required to assist with the production of activity and performance monitoring reports. • Ensure general office administration relating to electronic and paper-based records is carried out accurately. • Maintain privacy of sensitive information whilst administering and processing regulatory or bylaw applications including receipt of payments, data input, maintenance, distribution of decisions, and issuing of certain documents according to agreed procedures. Applications may include: <ul style="list-style-type: none"> ○ Cemeteries: purchase of ash and burial plots and organising warrants for interments with contractors. ○ Property file requests: collating all relevant information and issuing to customer. ○ Dog Registration: undertake the requirements of the National Dog Database and ensure information is collected to enable up to date and accurate reporting. ○ Rates rebates: vetted, entered and batched for Finance. ○ Licencing and Consents: forward applications to relevant department. ○ Official information and Meeting Act (LGOIMA) requests. • Carry out administration duties to meet Councils contractual obligations regarding external agencies. 	<p>Information and Administration Management</p> <ul style="list-style-type: none"> • Customers will receive the correct information as provided by each Group via liaison with a dedicated Customer Service Officer. • All information will be up to date. • Performance monitoring and activity reports will be accurate enabling adequate staffing. • Applications will be administered correctly. • Privacy Act is adhered to, and customer confidentiality maintained for all applications received. • Administrative tasks are undertaken with a high degree of accuracy, efficiency and timeliness with priority given to urgent work. • Internal satisfaction with the Customer Service team is positive and rated by users as good or better. • All applications are processed accurately and within timeframes, ensuring customer satisfaction. • Feedback from key users of the Databases and Consents information confirms an efficient service is being provided.
<p>Process Improvement</p> <ul style="list-style-type: none"> • Participate in the continuous improvement of services to meet customers and the Council's changing needs. • Report any faults or problems with the building, telephone, computer systems or furniture and equipment to the designated process. • Actively promote and suggest improvements to any aspect of how Council provides services which increase efficiency and customer satisfaction. 	<p>Process Improvement</p> <ul style="list-style-type: none"> • There is evidence of improving customer service with new initiatives within the Service & Strategy Group. • Faults or problems are fixed swiftly. • Service improvements are evident, processes simplified, and efficiencies gained for customers. • Customer satisfaction is evidenced in Survey Results.

<ul style="list-style-type: none"> Participate in customer satisfaction surveys and other related Council research. 	
--	--

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

My Delegations

I have no staff or financial responsibilities. However, the Council may from time-to-time delegate to me specified powers and duties which I must exercise with due care and diligence.

My Competencies

My Qualifications and Experience:

- At least three years' experience a similar customer service and/or call centre environment.
- Proven relationship management experience, having a strong ability to build rapport with customers and other staff quickly.
- Experience in cash handling and end of day banking, with excellent numeracy skills.
- Proficient in digital literacy with proven knowledge of Microsoft Office suite and the use of database applications.
- Must hold a current driver's licence.
- Experience in or a working knowledge of Local Government is desirable.
- Strong personal prioritisation and excellent time management skills.
- High degree of flexibility to work in all areas of the Customer Service Centre and respond to changing work demands.
- Must display evidence of sound judgement.
- Demonstrated resilience and ability to cope with high workloads.
- An active team member with a passion for Customer Focus - takes responsibility for handling specific customer problems and is pleasant, helpful and courteous.
- A high level of interpersonal and communication skills to provide customers with clear, concise and accurate information.
- A pleasant and clear telephone manner, with excellent telephone and face to face customer service skills.
- Ability to remain calm, constructive, and understanding when handling difficult customers, complaints, or stressful situations.
- Excellent organisational skills and an ability to work accurately under tight deadlines with minimal supervision.
- Ability to learn and retain new information quickly and to pass this information on accurately and concisely to others.
- Good understanding of the principles of Te Tiriti o Waitangi and Tikanga Māori.

My Personal Attributes:

My Agreement

My Name:

My Signature:

Date: