

JOB DESCRIPTION



Position:	Customer Service Officer - Floating	Department:	Community Services
Reports to:	Customer Service Coordinator and Customer Service Team Leader	Date:	May 2026
Purpose of position <p>To provide exceptional customer service at the Wai o Rua – Stratford Aquatic Centre and Service Centre across multiple channels, including phone, online, and in-person. Efficiently undertake daily operations, including enquiries, bookings, cash handling, communication updates and overall service delivery.</p>			
Key Accountability Areas <ol style="list-style-type: none">1. Customer Service2. Health and Safety3. Civil Defence4. Other Duties			
Accountabilities 1. Customer Service Key Outcomes <ul style="list-style-type: none">• Respond to all enquiries and complaints, with accurate information, and appropriate assistance. Escalate unresolved issues as needed.• Provide friendly and professional service to all customers across all channels including phone, online, and in-person.• Greet and assist guests offering guidance on pool facilities and services• Maintain up to date knowledge about the facility and its services.• Ensure a high level of presentation in the reception area.• Maintain and update the facility database.• Support the smooth running of the reception and daily administrative tasks.• Process payments and issue receipts in line with Council's procedures.• “Add value” when responding to customer enquiries by informing customers of other related or applicable services provided by Council, if appropriate.• Identify and suggest improvements to systems and processes. Performance Indicators <ul style="list-style-type: none">• Maintains a professional public image at all times including appropriate language, correct uniform and high standard of personal and facility presentation.• Responds to customer enquiries promptly and effectively, aiming for first-contact resolution and ensuring high levels of customer satisfaction.• All payment procedures are applied with 100% accuracy.• All policies and fees and charges are consistently upheld in all interactions and procedures.• Maintains an error rate of less than 2% across all transactions.			

2. Health & Safety

Health and Safety is the responsibility of everyone in the workplace. Council operates under the belief that all incidents/near misses are preventable. Staff are required to comply with all health and safety requirements, and ensure it is maintained through safe work procedures.

Key Outcomes

- Identify workplace hazards and risks ensuring they are managed in accordance with Stratford District Council and statutory requirements, including recording on Hazard/Risk register with regular reviews and these are reported to the Health and Safety committee
- Participate and follow all health and safety procedures and initiatives.
- Adhere at all times to the Stratford District Council Health and Safety policies and procedures to ensure staff and customer safety.
- Issues are reported to management.

Performance Indicators

- Appropriate procedures are followed.
- Accidents and incidents are recorded in a timely manner in accordance with Stratford District Council requirements.

3. Civil Defence

Key Outcomes

- Assist in providing Civil Defence functions and/or maintain the provision of essential services in emergency management events, including effective community engagement.

Performance Indicators

- Assigned Civil Defence duties are completed.
- Participation in organisation Civil Defence drills.

4. Other Duties

Key Outcomes

- Record management responsibilities are undertaken as outlined in Council's Information Management Policy.
- Processes are recorded and updated as needed.
- Participation and assistance with Community Service's events and activities as required.

Together with such other duties as may from time to time be reasonably assigned and communicated to the **employee** by the **employer**.

Discretionary Decision Making

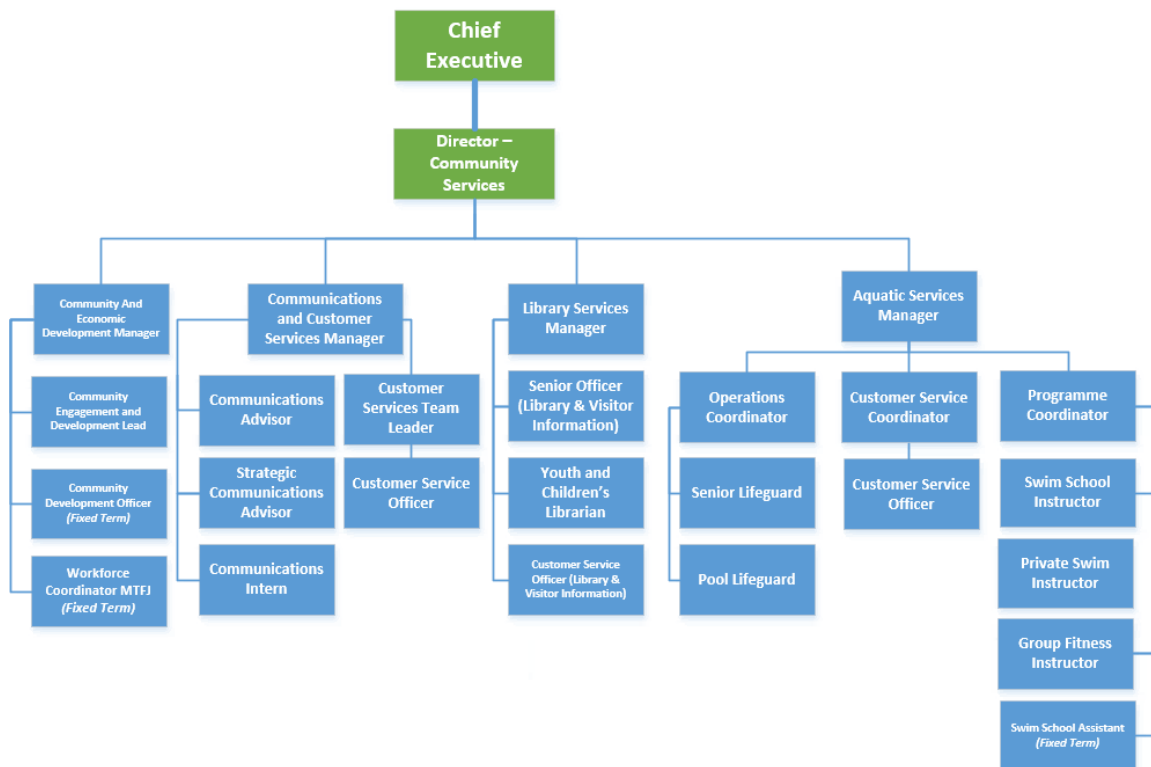
As per Council's Delegation's Policy.

Principle Relationships

Internal
Management Team
Elected Members
All Staff

External
Public
Ratepayers

Structure Chart



Ideal Person Specification

Education/Qualifications

- NCEA Level 2 or Sixth Form Certificate.
- Police reference check under Vulnerable Children's Act 2014

Job Knowledge

- Competent with Microsoft Office Products – Word and Outlook.
- Working knowledge of local government and tasks performed.
- Experience in a customer services role.
- Proven experience and literacy of a wide range of technology and systems i.e digital services and MS products.
- Cash handling experience
- Te Ao Māori – Understand Council's responsibilities under the Treaty of Waitangi and be respectful of Te Ao Māori practices.

Key Competencies

- Customer Focus - at all times applies excellent customer service principles in dealing with internal and external customers and staff.
- Communication - communicates clearly and concisely when seeking or providing information and can deal with customers in all types of situations. Has an understanding and is capable of empathising with the needs of others.
- Organising - can manage multiple activities at once to accomplish a goal and can marshal resources to get things done. A self starter who is methodical and well organised.
- Teamwork - demonstrates an ability to work well in a team