



Position Description – Customer Experience Representative

This position reports to: Head of Customer Services Centre **Career Level: 9**

Position purpose:

As a member of the Customer Service Team the Customer Experience Representative will responsible and accountable for:

- To deliver excellent service to all customers, ensuring whenever possible that our customers' needs are met.
- Handling all enquiries, requests, applications, payments, and complaints, in a friendly, professional and efficient manner.
- Informing and educating customers about Council matters.
- Helping to solve customers' problems and enabling their success.
- The guideline is that the CER will resolve at least 80% of customer enquiries using information and tools (eg Knowledge Database) without the need for referral to others.

The key areas of responsibility include;

Customer Enquiries

- Provide frontline customer service (all contact points) to all customers in accordance with Council policies, processes and knowledgebase.
- Process applications and registrations (new & renewals) and bookings in accordance with legislative requirements, council procedures and contractual service arrangements. This includes (not limited to) Consents, Licences, Utilities applications, Dog Registrations, Permits and other.
- Provide financial support as per internal department service level agreements which may include (not limited to) invoicing, receipting, reconciliation or other.
- Respond to enquiries as per internal department service level agreements, within Council service standards and timeframes.
- Maintain a working knowledge of procedures, regulations, acts, by-laws, legislative requirements and charges pertaining to Council services, applying practical skills and knowledge to resolve customer enquiries.
- Ensure enquiries that require further action or are unable to be answered at the first point of contact are recorded accurately and referred to Council staff and/or external service providers.
- Maintain confidentiality and security of all customer and Council information that is not public information. Ensure that the information on the Knowledge Database is current and updated as required.
- Being approachable and personable, treating customers with respect and understanding, and building customer relationships.
- Undertake customer feedback activities such as: complaint management, compliment recording, customer satisfaction surveys and satisfaction reporting.

- Provide exceptional customer service by proactively and appropriately assisting all customers.

Delivery agency services	• Assist residents and customers with services on behalf of external agencies such as Waka Kotahi NZTA, Department of Internal Affairs(DIA), Inland revenue department (IRD) and Ministry of Social Development (MSD) • Services include but are not limited to driver licensing, RealMe identity verification, IRD number applications, and SuperGold card photo ID. • Must undergo training to ensure retention of appropriate certificates with AA as agency for the various central government agencies.
Cash handling	• Operate Point of sale (POS) and process transactions accurately and efficiently • Handle cash, credit card transactions, and other forms of payment • Count and reconcile cash at the beginning and end of shifts • Manage and maintain a cash float • Process refunds and exchanges as needed • Maintain accurate records of cash transactions • Comply with company policies and procedures for cash handling • Identify and report any discrepancies or errors in cash handling
Systems and Technology	• Generate service requests to business units and contractors as per policy and procedures. • Follow processes, procedures and standards of use for all customer service systems.
Knowledge Development	• Develop a good knowledge of Council services and functions, including keeping up to date with topical issues and events in the district. • Develop knowledge of Government and non-Government agencies' services to refer customers for assistance. • Develop a working knowledge of Council policies, processes and relevant legislation applicable to customer services.
Continuous Improvement	• Contribute to the ongoing development of the customer service experience by identifying improvement opportunities and proactively raising these through the appropriate channels. • Lift team capability by providing support to peers.
Other duties as required	• Undertake duties that are within the broad scope of the role and may be assigned from time to time.
Requirements for all Council Staff	• Take all reasonable and practical steps to ensure the health and safety of yourself and others. Comply with any reasonable health and safety instruction, policy or procedure and ensure that all hazards, risks and incidents are reported using Vault. • Participate in any required Civil Defence exercises to ensure that essential services are maintained. • Actively participate in Performance Appraisals and complete a learning plan in conjunction with your manager.

Direct reports: Nil

Indirect reports: Nil

Deliverables

Big Picture

- Have awareness of strategies, contribute to plans and KPIs for self, team and other teams as required
- Stay up to date with legislation and practices as appropriate to role

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- Understand the intent/ethos of local government and the services provided by other parts of the Council
- Stay informed of organisational activities and decisions through being attentive to communications
- Show understanding and commitment to Te Tiriti o Waitangi (The Treaty of Waitangi) principles, know how these Principles are relevant to your work

Performance

- Achieve performance goals and expectations and follow leadership instruction on time and to a high standard consistently
- Report on progress to plan, and against own KPIs
- Take an active role in own goal setting, learning and development
- Correctly and appropriately use technology as required for role, including new technologies
- Contribute to the sustainability efforts and financial position of the Council through the responsible use of resources and equipment
- Comply with all legislation and Council policies
- Contribute to the sustainability efforts and financial position of the Council through the responsible use of resources and equipment
- Set a positive example for punctuality, attendance and work ethic

People & Culture

- Act in ways that align with and promote Council values
- Be a positive and constructive team member
- Collaborate on cross team/discipline projects and teams as required
- Constructively and successfully adapt to changes
- Take positive actions to keep self and others physically and psychologically safe and well
- Attend, be prepared for and engage constructively in all meetings
- Deliver exceptional customer service consistently (make every interaction count)
- Build effective, sustainable relationships at all levels
- Have consistently positive interactions externally and with Community Boards and Elected Members (as required for role)

Requirements for all staff

- Selwyn District Council honours Te Tiriti o Waitangi. We are committed to working with our Treaty partner to deliver on our obligations under Te Tiriti o Waitangi.
- Take all reasonable and practical steps to ensure the health and safety of yourself and others. Comply with any reasonable health and safety instruction, policy or procedure and ensure that all hazards, risks and incidents are reported using Vault.
- Actively participate in Performance Appraisals and complete a learning plan in conjunction with your manager.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policies.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Selwyn District Council policies and processes.

Emergency Management requirements for all Council Staff

- Selwyn District Council has a legislative responsibility to respond to an adverse event occurring within our communities. As such, any staff member may be required to assist the Emergency Management Team respond to such an event. Family circumstances and BAU roles will be taken into account.
Required assistance may include:
- Coordination of emergency services and lifeline providers within the community during a civil defence emergency or adverse event.
- Respond to civil defence emergencies or adverse events wherever possible and if it is safe to do so.
- Participate in any required Civil Defence exercises to ensure that essential services are maintained.

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Authorities

- Authorised to commit the Council to a course of action by signing external correspondence within approved delegation levels. For courses of action which will exceed the delegation levels, this must be done in conjunction with your manager.
- Comply with all other relevant sections of the Delegations and Policies manuals and their amendments.

Skills and Experience

Essential	Desirable
• Previous customer service experience (2-3 years) in the customer service industry. • Demonstrable experience in dealing with the public and handling difficult situations. • Experience in the use of customer service techniques. • Experience in utilising technology, particularly in the area of Office Automation and the Microsoft Office range of products. • Proficient keyboard skills, familiarity with using a range of computer applications including the ability to move between software applications to locate and provide information. • Strong understanding of confidentiality and discretion in handling sensitive information • Relevant AA training, or willingness to do them. • Excellent communication skills, both verbal and written, with a strong customer service orientation. • Ability to work collaboratively, work effectively in a team environment, share knowledge and devote energy to achieve team goals • Ability to handle multiple tasks simultaneously and maintain composure under pressure.	• Local Government industry experience. • Cash handling experience including EFTPOS. • Good knowledge and experience in receipting, reconciliations and banking.

Key relationships

External	Internal	Committees/groups
Te Taumutu Rūnanga Te Ngāi Tūāhuriri Rūnanga Council customers Selwyn residents External contractors Territorial and Regional Authorities Government Agencies (incl MfE, MBIE, Work safe NZ, Ministry of Justice, Police, ACC) Greater Christchurch Partnership	Chief Executive Executive Leadership Team Council staff Mayor Elected Councillors Elected Community Board Members	Committees of Council Business organisations and networks Special interest groups and committees

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Non-government agencies
Unions – Public Service Association

Individual Contributor Competencies



Eats problems for breakfast. When faced with a new situation or setback, uses initiative and takes appropriate action.



Does Change Well. Is open-minded about change and prepared to adapt. Moves forward positively and constructively.



Builds Togetherness. Is equally open and friendly with all people, and respectful of individual differences. Works effectively in teams.



Rocks the messaging. Keeps those who need to know 'in the know'. Communicates clearly and appropriately.



Tackles the tough stuff. Prepared to constructively share an opinion and get involved in conversations on challenging matters. Takes ownership of mistakes.



Delivers the goods. Reliable, conscientious, disciplined and organised. Delivers to a manageable high standard consistently.



Brings out the best. Enjoys learning and improving their skills to be the best they can be. Embraces opportunities to identify and address development needs. Recognises and celebrates the achievements of others.



Sets the tone. Can keep functioning and stay calm when under pressure. Is a positive influence in the team.

Education, Qualifications, Memberships

Essential

Minimum requirement is NCEA level 3 or equivalent.

Desirable

· Ideally a relevant tertiary-level qualification.

The information contained in this position description is intended to describe the general nature and level of work being performed. It is not intended to be an exhaustive list of all responsibilities, duties and skills required of the position and incumbent. From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment.

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