

Kia Ora Applicant,

Thank you for your interest in the advertised position with our Council. This document tells you a little bit more about who we are, the role here and some things about our District.

About our Organisation

Our Character

The South Taranaki District Council (STDC) is a mid-sized local authority with around 220 staff (208 FTEs). We are a rural local authority operating in one of New Zealand's most vibrant economic regions and are responsible for a wide range of local services including roads, water reticulation, sewerage and refuse collection, libraries, parks, recreation services, local regulations, community and economic development, and town planning. The Council's main office is based in Hāwera (population approx. 12,000) and there are several satellite offices in towns throughout the district.

We are a progressive, values-based organisation, which is dedicated to providing quality services and facilities for our communities. We place strong emphasis on our organisational culture, which is in turn supported by high levels of employee engagement.

Living our Values

Our values are not voluntary suggestions; they are non-negotiable behaviours. Every STDC employee is expected to endorse and support the Council's strategy, goals and values and actively work to achieve them. This means behaving with a high level of professionalism and integrity by exhibiting courtesy and impartiality towards colleagues and the community.

Values and Common Purpose



About our District

South Taranaki, a better lifestyle

South Taranaki is one of the three districts which make up the greater Taranaki region – which was voted the 2nd best region in the world to visit in 2017 by Lonely Planet. South Taranaki is situated on the west coast of the North Island with the main centre, Hāwera (pop 12,000) roughly midway between Whanganui and New Plymouth. The district has a population of approximately 30,000 people spread throughout seven towns and a number of smaller rural and coastal communities, all of which have a strong sense of community.

In terms of lifestyle, it doesn't get much better than South Taranaki. Recreational opportunities abound and everything is at your doorstep - the mountain and the sea are only a stone's throw apart. The rugged coastline offers some of the best surfing and windsurfing in New Zealand (Surf Highway 45 is considered one of the best surf coastlines in the world) and the fishing off the South Taranaki coast is just superb. The breath-taking Mount Taranaki provides great walking and tramping opportunities.

South Taranaki has an amazing number of high-quality facilities that districts our size would usually struggle to have. From a state-of-the-art multi-purpose sport, events and recreation complex to modern cinemas, function centres, libraries, art galleries, museums, parks and aquatic centres - South Taranaki boasts all the benefits of a city without the hassles. Add to that, minimal traffic, low unemployment, affordable housing and safe, caring communities and you'll see why South Taranaki is the perfect place to raise a family and call home.



What this job involves

Nature and Scope

This role provides front-line customer service across LibraryPlus, Council service delivery and visitor information services, acting as a key point of contact for residents and visitors. The position is responsible for delivering accurate information and assistance, processing transactions, supporting library services, promoting community resources and local attractions, and helping customers access a wide range of services, both in person and online. The role contributes to creating a welcoming, inclusive and customer-focused environment that supports community needs and enhances the visitor experience.

The position supports the day-to-day operation of the LibraryPlus facility through administrative, operational and service delivery activities. This includes maintaining records, managing bookings, cash handling, stock management, reporting, and assisting with community programmes and events. The role requires a high degree of adaptability, strong customer service skills, confidence with technology, and the ability to work effectively across a broad range of services while maintaining accuracy, professionalism and a positive customer experience.

This role requires a strong customer service focus and the ability to communicate effectively with people from a wide range of backgrounds, cultures and age groups. You will be approachable, professional and committed to delivering a positive experience for every customer.

Other Duties

The employees will undertake other activities, duties or internal projects as directed by their Manager/Group Manager in an efficient and effective manner.

The Position

This position is offered on a casual on call basis, with no guaranteed minimum number of hours per week. You will need to be available to work from three to eight hours per day, as required, sometimes at short notice and occasionally on a Saturday morning. As some travel is involved, a current driver licence is essential.

See full job descriptions below.

Salary and Conditions

The Council operates under a Total Remuneration Strategic Pay grading system and the grade for this position is **8 - 9**. The salary range for this position is between **\$57,060pa - \$67,700pa** and the appointed starting level will be dependent on skills and experience and will be discussed during interviews with shortlisted candidates.

Applications

If you would like to join NZ's most "Can Do Council", please apply online via the Council's website, www.southtaranaki.com under Council Vacancies. The deadline time and date for applications is stated on the advertisement.

If your application is successful, the information on your application form will become part of the Council's personnel records.

Thank you again for considering joining Council's staff and if you would like more information on this position or to discuss what it's like to work for an outstanding rural local authority, ring us on 278 0555 (local) or 0800 111 323.

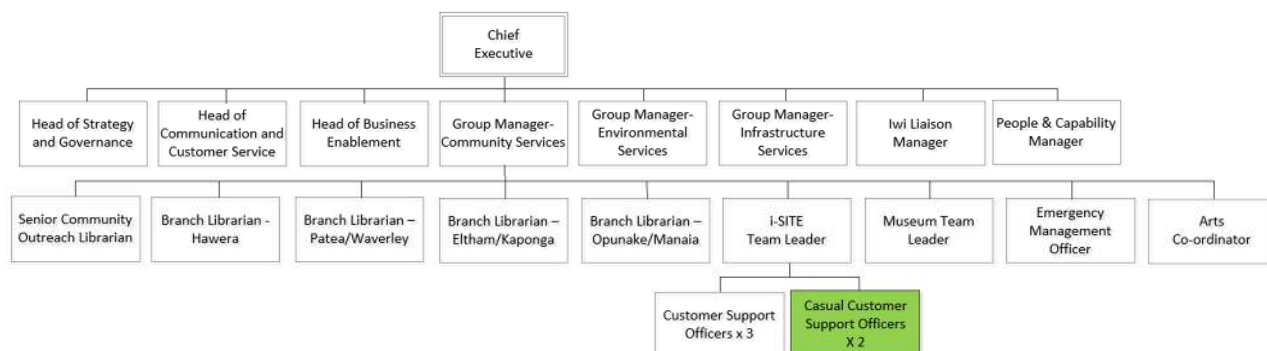
You will find the job description for the position and Council's Vision and Values on the next few pages.

PEOPLE & CAPABILITY TEAM

Position Description

Position Details			
Title:	Customer Support Officer		
Unit:	Libraries & Cultural Services	Group:	Community Services
Position Reports to:	i-SITE Team Leader		
Salary Grade:	9	Staff Management:	Nil
Position Occupant:	Vacant		
Date Created:	May 2021	Date Last Reviewed:	

Position Objective
The purpose of this job is to: - Provide a high-quality customer service experience to South Taranaki i-SITE and AA customers by dealing with district wide customer telephone enquiries, transactions and counter enquiries on behalf of Council in a prompt and efficient manner. - Provide a balanced and unbiased view of the district's amenities and attractions.



Key Duties and Functions

Provision of Information/Reception

- Assist visitors to the centre with local knowledge and provide current information about services (including AA services), local attractions and amenities.
- Greet all customers immediately in a friendly manner and assist with general enquiries.
- Answer all incoming telephone calls and assist with their needs.
- Provide a well-maintained facility and a welcoming atmosphere.

NZTA Relationship

- Ensure all driver licensing and vehicle related transactions are accurate ensuring all information supplied is within set requirements.
- Ensure that NZTA's requirements regarding identification are adhered to and the correct fees are collected for all transactions.

AA Products and Services

- Provide customers with relevant information on AA related services and products including but not limited to vehicle registrations, road user charges, driver license testing, change of ownerships, Kiwi Access Cards, IRD verifications and Real Me
- Provide current up to date information to customer about AA products and services.

Bookings

- Provide a booking service for visitors, clubs and organisations – accommodation/activities/attractions.
- Book and ticket travel requirements and take box office ticket sales.

Financial

- Carry out weekly and monthly reporting.
- Carry out daily banking, balance till and balance petty cash (as req).
- Attend to souvenir orders (as req).
- Carry out stocktaking.
- Reconcile invoices and returns for all agencies of the i-SITE (as req)

Promotion

- Maintain promotional material on coming events and distribute throughout Taranaki (as req).
- Keep details of visitor statistics to the district.
- Maintain a balanced selection of nationwide information.
- Update and maintain all lists and information files in an accessible and readable format.

AA Policies and Procedures

- Carry out all work in accordance with set policies, procedures and requirements.
- Maintain the strictest confidentiality with each transaction and do not relay any information pertaining to any individual or vehicle to any other party.
- Be fully conversant with AA's computer system.
- Meet both AA and NZTA requirements regarding achievement of a pass rate for training and product knowledge.

Customer Service

- Demonstrates commitment to the Council's customer service's strategic objective of providing excellent service to every customer, every time; by ensuring all customers receive a highly professional, timely, responsive and solutions-focussed service.

Generic Duties and Functions

Health and Safety (Employee)

- Take all practicable steps to ensure your own safety, and to ensure that you do not cause harm to any other person by your actions or failures to carry out actions.
- Demonstrate a personal commitment to Health and Safety in accordance with STDC's Wellbeing, Health and Safety Policy statement, induction declaration and Health and Safety Manual requirements.
- Manage Contractor Health and Safety as per the Contractor H&S Manual and system (when this is a requirement of the position).
- Ensure any known risks or hazards are identified and reported to the organisation.

Information Management

All staff are responsible for:

- Complying with the Council's documented records management policy, processes, procedures and guidelines.
- Using the Council's approved information repositories to create or capture records.
- Learning how to file and find records in the Council's approved information repositories.
- Ensuring no records are destroyed or removed without approval from Information Management.

Civil Defence

- Attend Emergency Management training at Coordinated Incident Management System – Level 3.
- Encouragement to take an active part in Civil Defence Emergency Management (CDEM) planning and implementation consistent with the key responsibilities of this position.

Iwi/Council Partnerships

- Demonstrate respect for mana whenua, understand the values within *He Pou Tikanga*, and be aware of the Council's partnership commitments to iwi and Māori.

Other

- Other duties as directed, within the skills and capabilities of the employee.

Attributes and Capabilities**Accountability**

- Responsibility for the job or task he or she is required to do based on rules and regulations.
- Takes pro-active, self-directed and self-motivated actions to achieve objectives and outcomes.
- Can be relied upon to ensure that tasks within areas of specific responsibility are completed in a timely manner.

Attention to Detail

- Ensures information is complete and accurate.
- Follows detailed procedures and ensures accuracy in documentation and data.
- Organises and maintains a system of records.

Cash Handling

- Ensures the completeness of cash transactions and that transactions balance with receipted amounts.
- Processes and safeguards cash transactions.

Communication skills

- Listens actively, writes and speaks clearly.

Cultural Sensitivity and Awareness

- Treats each person as an individual and recognising and appreciating the different backgrounds, cultures, customs and experiences of others and values these differences.
- Promotes equal treatment and does not tolerate bias or racism.

Customer Service

- Strives for high customer satisfaction, going out of the way to being helpful and pleasant, making it an easy and positive experience for the customer.
- Provides a prompt and efficient service responding to requests such as emails, phone calls, and other verbal requests within agreed timeframes.

Personal Efficiency and Organisation

- Plans ahead, managing time well and is on time.
- Develops self and continuously learns and upskills.

Problem Identification and Solution Skills

- Identifies and defines problems by gathering relevant information and developing practical alternative solutions.

Teamwork "Spirit of Oneness"

- Establishes a productive, cooperative and inclusive environment with others.
- Works with and helps others to accomplish objectives.

Working Independently

- The ability to work independently, with minimal or no supervision.

Knowledge, Experience, Qualifications & Skills	
Essential	
- Level 4 Certificate in Tourism or other i-SITE NZ recognised qualification. - Sound experience in a service related, customer interfacing role. - Computer literacy especially Microsoft Word, Excel, and Outlook. - Strong local knowledge of South Taranaki including visitor attractions and activities. - Understanding and appreciation of the Treaty of Waitangi and subsequent cultural issues.	
Desirable	
- Reasonable knowledge of wider Taranaki and New Zealand visitor attractions. - Knowledge of AA services and agency procedures. - Understanding of Local Government services.	

Care and Responsibility

All employees are expected to care and be responsible for the organisation's resources, relationships, and reputation. This includes demonstrating care, integrity, and accountability in all aspects of their work, contributing to the long-term sustainability and wellbeing of the organisation, the community, and the environment. Employees are encouraged to make decisions and take actions that reflect the organisation's values and support its strategic goals.

Changes to Position Description

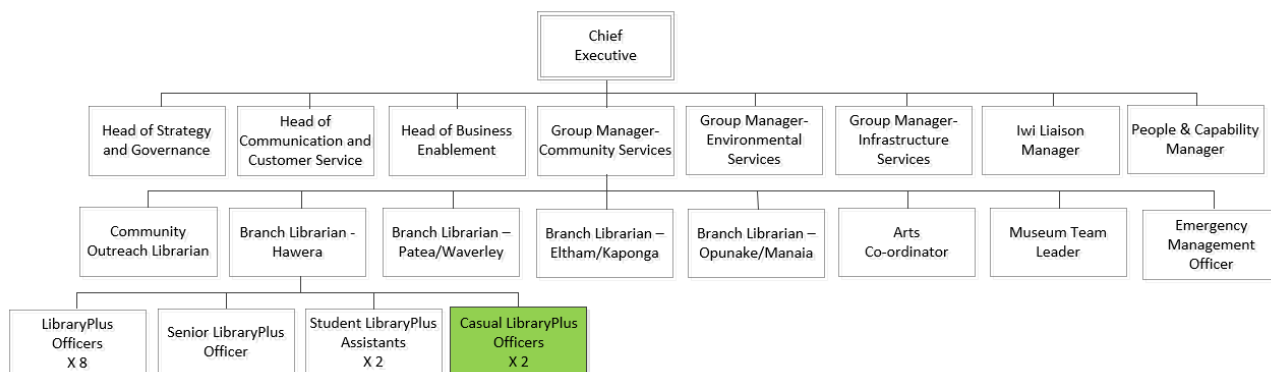
From time to time, it may be necessary to consider changes in the position description in response to the changing nature of our work environment - including technological requirements or statutory changes. This position description may be reviewed as part of the preparation for performance planning for the annual performance development planning (PDD) cycle or as required. No significant changes to this position description will be made without consultation and agreement of the position holder.



Position Description

Position Details			
Title:	Casual LibraryPlus Officer		
Unit:	Library & Cultural Services	Group:	Community Services
Position Reports to:	Branch Librarian		
Salary Grade:	8	Hours of Work:	Varies for each position
Staff Management:	Nil	Special Conditions:	Nil
Position Occupant:	Vacant		
Date Created:	8 July 2020	Date Last Reviewed:	

Position Objective
The purpose of this job is to assist the Branch Librarian to provide an effective and responsive quality customer service for both library and Council services. And to encourage and promote use of the LibraryPlus to existing and potential customers.



Key Duties and Functions

Library & Council Services

- To assist customers to use the library computer system, PC's and Internet.
- To assist customers with library reference and general enquiries.
- To undertake photocopying and scanning for the public.
- To maintain an understanding of Council services and functions and provide correct information at all times.
- To answer customer enquiries and deal with telephone calls and complaints for both local Council and Library services, maintaining the Customer Request Management system (CRM) ensuring correct and detailed information is acquired from customers and directed to the appropriate officer for action.

Circulation and Desk Duties

- To issue and attend to book returns and process reserves and inter-loans for courier collection.
- To operate library in absence of Librarian (except for Hawera).
- To handle cash for fines, photocopying, etc.
- To update customer computer records, add new borrowers and check for overdue books.

Administer Local Services (as appropriate for the individual Library Plus)

- To maintain booking register of all Council facilities and arrange for appropriate key distribution.
- To maintain and update Cemetery records including liaising with contractors, funeral directors and public.

Book Management

- To shelve books accurately, process and cover new books and ensure books are in the correct shelves.
- To carry out overdue shelf checks and repair and clean stock.
- To collect and dispatch books from other Libraries.

Promotion and Public Relations

- To promote available services and encourage use.
- To deal with visitor and local requests for information.
- To assist Librarian with preparation and execution of school holiday programmes.
- To assist with community programmes and outreach projects.
- To mount special interest displays and maintain community notice board.

Administration/Miscellaneous

- To supervise the library service in the absence of the Branch Librarian as directed.
- To attend to inter-loans (National Library), collect fines, balance monies received and collect and dispatch mail.

Online Services

- To assist customers using APNK and OPAC.
- To be aware of new technology and keep up to date.

Customer Service

- Demonstrates commitment to the Council's customer services strategic objective of providing excellent service to every customer, every time; by ensuring all customers receive a highly professional, timely, responsive and solutions-focussed service.

Generic Duties and Functions

Health and Safety (Employee)

- Take all practicable steps to ensure your own safety, and to ensure that you do not cause harm to any other person by your actions or failures to carry out actions.
- Demonstrate a personal commitment to Health and Safety in accordance with STDC's Wellbeing, Health and Safety Policy statement, induction declaration and Health and Safety Manual requirements.
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Civil Defence

- Attend Emergency Management training at Coordinated Incident Management System – Level 3.
- Encouragement to take an active part in Civil Defence Emergency Management (CDEM) planning and implementation consistent with the key responsibilities of this position.

Iwi/Council Partnerships

- Demonstrate respect for mana whenua, understand the values within *He Pou Tikanga*, and be aware of the Council's partnership commitments to iwi and Māori.

Other

- Other duties as directed, within the skills and capabilities of the employee.

Attributes and Capabilities

Cash Handling

- Processes and safeguards cash transactions.

Change Management

- Understands the need for change; the change process; and supports change management efforts.

Communication Skills

- Listens actively, writes and speaks clearly.

Computer Literacy

- Computer-literate with software proficiency covering a variety of applications.

Customer Service

- Actively promotes and demonstrates Council's Customer Service Standards.
- Strives for high customer satisfaction, going out of the way to be helpful and pleasant, making it an easy and positive experience for the customer.

Personal Efficiency and Organisation

- Plans ahead, managing time well and is on time.
- Develops self and continuously learns and up-skills.

Relationship Building

- Establishes a productive, cooperative and inclusive environment with others.

Teamwork - "Spirit of Oneness"

- Works with and helps others to accomplish objectives.

Knowledge, Experience, Qualifications & Skills

Essential

- UE or equivalent.
- Understanding of local body services provided by Council.

- | |
|---|
| <ul style="list-style-type: none">• Previous experience in a customer services and reception environment.• Previous experience in a library environment.• Understanding and appreciation of the Treaty of Waitangi and subsequent cultural issues.• Cash-handling experience.• Clean valid NZ Driver's Licence. |
| Desirable |
| <ul style="list-style-type: none">• Library qualification or other relevant qualification (eg: education). |

Care and Responsibility

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