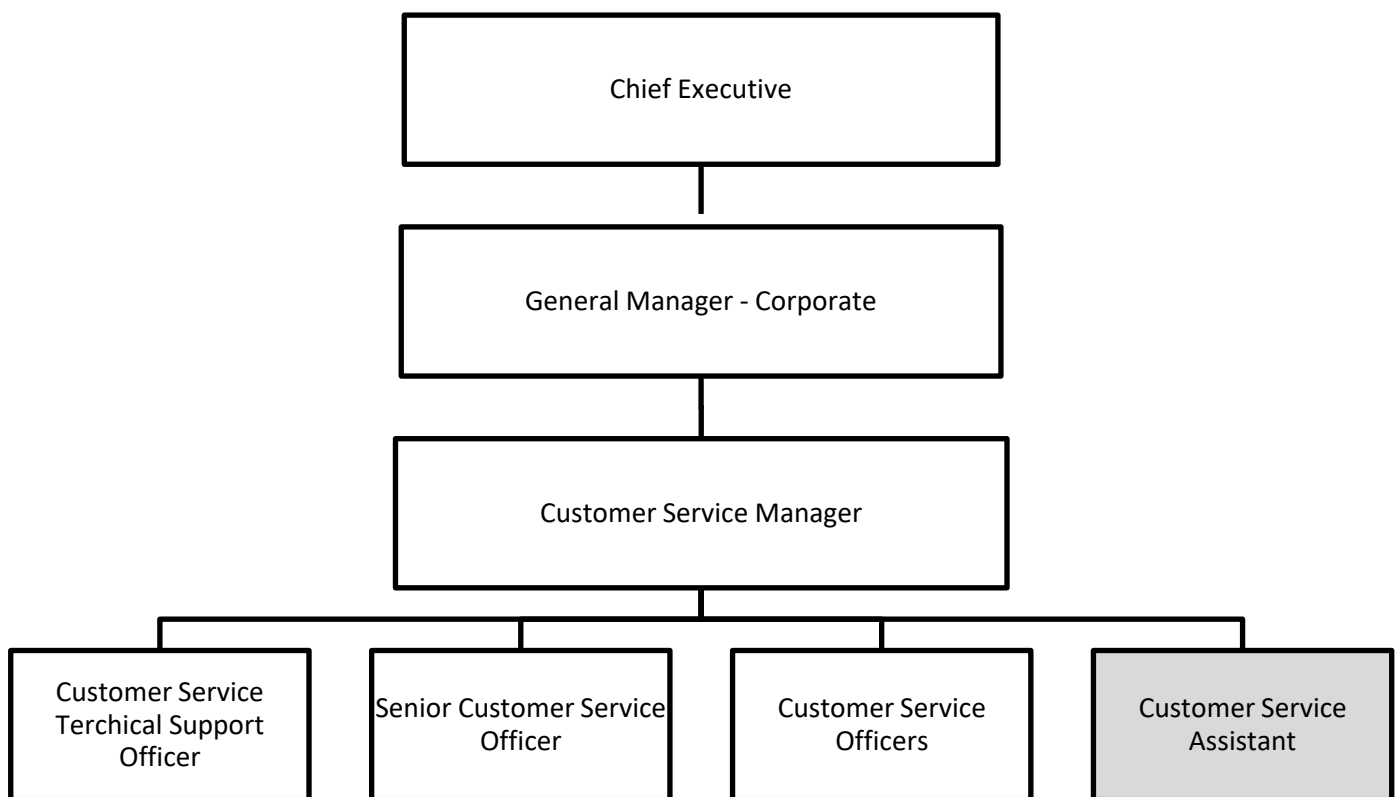


JOB PROFILE

Job title	Customer Service Assistant
Area	Corporate
Reporting line	Customer Service Manager
Job purpose	To provide administrative and logistical support that enables the smooth daily operation of Council offices and the delivery of excellent customer service.
Location	Feilding

Reporting relationship



About us

Here at the Manawātū District Council, we strive to be a successful, future-oriented organisation providing services that benefit our communities to support a connected, vibrant and thriving Manawātū. Kia papa te tū, kia rangi te tiro. This whakataukī (proverb) describes our connection to our proudly rural roots, our beautiful town, villages and countryside, and describes our aspirations for our community.

The role

The Customer Service Assistant is part of the Customer Service Team. A primary function of the Customer Service Team is to provide administrative support to the Council and other areas. This role is primarily responsible for meeting room preparation and maintenance, specifically, ensuring a high level of cleanliness and presentation in all meeting rooms, hallways and kitchens, processing catering requests, processing stationery requests, administrative support for the vehicle fleet, travel and training, corporate uniform and other administrative tasks as required.

Key relationships

- All staff of the organisation
- Members of the public
- Catering and other business suppliers

Key Responsibilities

Customer Service

- Proactively and enthusiastically respond to customer interactions both internal and external
- Ensure effective communication of information to internal and external customers
- Step in to cover Customer Service Officer duties as required, including answering phones, assisting customers at reception, and completing administrative tasks, within the scope of the CSA role

Finance

- Raise and receipt purchase orders correctly and in line with Council policies

Operational

- Coordinate the weekly meeting rooms and catering schedule
- Take responsibility for the professional presentation/appearance of all shared office spaces, including corridors, meeting rooms and general-use rooms (kitchen facilities) to meet business expectations
- Regularly wipe down surfaces, tidy communal spaces, and ensure drawers, cupboards, and fridges are kept clean and orderly
- Process catering and stationery requests
- Ensure required levels of general-use stationery and kitchen/staff room supplies are maintained
- Coordinate and book training, travel, and accommodation requests for all staff
- Provide administrative support for the Vehicle Fleet Management system
- Coordinate corporate uniform orders
- Provide administrative support to all areas of Council

Note for Applicants

This position is classified at the **Customer Service Assistant** level. While the role may occasionally include duties similar to those of a Customer Service Officer, it remains primarily focused on administrative and logistical support.

Any movement into a Customer Service Officer position will occur through Council's standard recruitment or progression processes.

Qualifications, knowledge and experience

Essential

- Current drivers licence
- Computer literate in Microsoft Office and Microsoft Outlook

Preferred

- Understanding of administrative processes

Personal attributes

- Takes pride in maintaining a clean, organised, and welcoming work environment
- Reliable, proactive, and able to complete tasks without close supervision
- Has a strong sense of responsibility for presentation and attention to detail
- Approaches all tasks — from administrative to practical — with a positive, “muck-in” attitude
- Calm, professional, and courteous when interacting with staff, elected members, and visitors
- Works well as part of a supportive team and contributes to a positive workplace culture
- Brings a good sense of humour and perspective, helping create a friendly and down-to-earth team environment
- Flexible and willing to adapt to changing priorities or assist where needed
- Demonstrates honesty, discretion, and respect in handling Council property and information

Emergency Management

All staff are required to support Council’s response supporting the community during an emergency event. Your manager and the CDEM staff will work with you to identify what your specific role in the CDEM structure will be.

You will be required to:

- Undertake civil defence/emergency management training, as appropriate to your CDEM role
- Engage in exercises and other preparation activities
- Carry out any reasonable work during an emergency event as directed by the Controller or MDC/CDEM management, which may include tasks that are outside your normal responsibilities or working hours.

Other requirements

- Demonstrate our values of being professional, progressive, positive and people-focussed
- Demonstrate a customer service ethic, both internally and externally
- Contribute to MDC being a safe and healthy workplace for all our staff and visitors
- Be open to changes in your duties and updates to this job profile as things in the organisation change
- Actively participate in our performance systems and professional development opportunities

Employee Name
Customer Service Assistant

Date

Frances Smorti
General Manager – Corporate

Date