

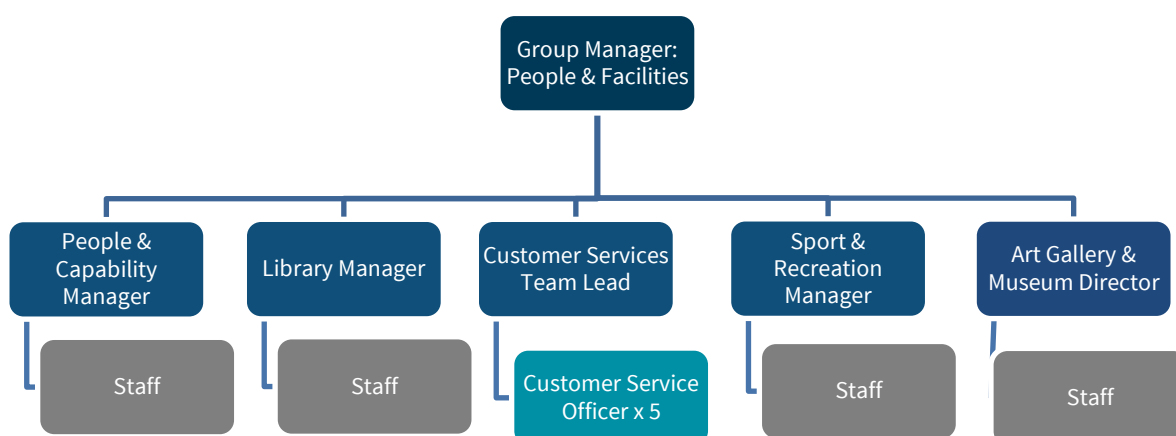
# Position Description

<b>Position Title:</b>	Customer Services Officer
<b>Reports To:</b>	Customer Services Team Leader
<b>Team:</b>	Customer Services Team
<b>Group:</b>	Community Services
<b>Employment Type:</b>	Permanent/fixed term, full time/part time/casual
<b>Date Modified:</b>	January 2024

## Purpose

To provide an efficient and effective first point of service to customers delivering information about Council services, receiving and processing requests for service and payments.

## Group Structure



# <sup>our</sup>Purpose

Supporting our communities to thrive by working together to provide services and places for people to connect, grow, live, work and play.

# <sup>our</sup>Values

Our Values describe how we are going to achieve our purpose and vision, and they underpin how we work; they support how we make decisions, how we treat each other and our communities, and how we behave everyday. They guide us all and they apply to everyone in our organisation, no matter where we work or what we do.



- ✓ Build trust by communicating openly and acting with integrity
- ✓ Apply a customer lens to everything we do
- ✓ Make responsible decisions by balancing different needs
- ✓ Plan for our future and think sustainably
- ✓ Take responsibility and "own" our roles



- ✓ Know our stuff and encourage knowledge sharing and professional growth
- ✓ Learn from our successes and mistakes
- ✓ Aim to improve and innovate by questioning the status quo & bringing ideas to life
- ✓ Focus on solutions
- ✓ Follow through with our commitments



- ✓ Collaborate and tackle challenges together
- ✓ Work with and for our communities
- ✓ Think about how our work impacts others
- ✓ Acknowledge and celebrate our achievements
- ✓ Value and encourage social connections



- ✓ Encourage diverse ideas
- ✓ Keep an open mind
- ✓ Have empathy for and support one another
- ✓ Care for the wellbeing and safety of ourselves and others
- ✓ Seek to understand what is important to others

## Key Accountabilities

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### Customer Service

- Be Council's primary interface with the public providing a prompt, friendly and professional first point of contact service at the front counter, and through phone, email and personal contact.
- Ensure information and service provided to customers is consistent and accurate and that technical enquires are directed to the appropriate person.
- Process payments from customers ensuring monies balance and are prepared for banking ensuring cash management controls are maintained and all money is properly accounted for.
- Process requests for service effectively and efficiently determining the exact nature and extent of all requests, utilising the appropriate system to initiate and /or conclude a course of action and follow through to ensure that customers receive a quality service response.
- Ensure all forms received by customers are correctly completed and correct information is supplied.
- Research, make decisions and draft responses to customer correspondence received as required, ensuring customer service standards for correspondence are met. Escalate other correspondence to appropriate staff or contact.
- Administrative duties, these include Dog Registration and administration, processing of direct debits, compiling of Property files, Rates Rebates administration and any other administration duties that arise.

### Internal Systems / Information

- Management of inwards mail, email and some social media and log details of specific correspondence into the request system.
- Liaise regularly with allocated teams to ensure the accuracy of information and as appropriate take a leadership role in updating information.
- Arrange courier pickups and deliveries.
- Manage petty cash processes, maintaining accurate records and reconciliation.
- Accurately process, count and bank cash from Library and other nominated organisations.
- Register and process minor applications for parking permits, street appeals stalls and banners.
- Ensure all administrative enforcement tasks meet required timeframes.
- Act as specialist for assigned activities: contact centre, reception and mail.
- Accurately process parking enquiries, explanations, and complaints ensuring Council procedures are followed within required timeframes.

### Performance Targets

- Overall, at least 80% of inwards calls are answered within 20 seconds, and at least 60% resolved at first point of contact.
- Achieve a personal call quality assessment rating of at least 90%, and 95% for all other quality results.

### Corporate Contribution

- Contribute to and follow the organisation's governance, corporate plans, policies, projects, initiatives and strategies.
- Participate in performance development and assessment processes.
- Contribute to and follow health and safety policies and procedures, including accurate reporting.
- Ensure proper care and use of plant, vehicles and equipment.
- Assist in providing civil defence functions and / or maintain the provision of essential services in emergency management events.
- Undertake any other relevant duties, including attending out of hour's meetings as requested by your Manager or Group Manager.

## Position Requirements

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The below qualities, knowledge and skills are the key focus for this role and are used to assess an applicant's suitability for the role and the incumbent's performance in the role.

### Personal Qualities

#### Customer Focus

- Listens to customers and actively seeks to meet or exceed customer needs.
- Looks beyond the obvious to improve levels of service.
- Committed to delivering high quality outcomes for customers.

#### Integrity

- Committed to the community interest.
- Inspires trust by treating all individuals fairly.
- Relates to and sees issues from the perspective of people from a diverse range of cultures and backgrounds.

#### Self Confidence

- Conveys confidence through body language and communication style.
- Listens and considers other points of view, trusting own ability to respond appropriately.
- Aware of how behaviour is interpreted by others, and modifies appropriately.

#### Teamwork

- Cooperates, collaborates and shares information with others in pursuit of team goals.
- Shows consideration, concern and respect for others feelings and ideas while accommodating to their style of working.
- Encourages constructive resolution of conflict within a group.

### Knowledge and Skills

#### Communication Skills

- Organises information in a logical sequence using content appropriate for the purpose and audience, using feedback to ensure understanding.
- Speaks clearly, concisely and confidently using a polite and considerate manner.
- Ensures written communication contains the necessary information to achieve their purpose.

#### Computer Skills

- Able to use and develop skills in common software applications used for word processing, spread sheeting and email.
- Understands the fundamental principles of information management including the importance of saving conventions, securing sensitive documents etc.
- Ability to navigate and use Council's core software application ensuring accuracy and efficiency.

#### Specialist Expertise

- NCEA level 2 or higher with previous experience in a customer service environment preferable.