

Position Description

Position Title

Customer Services Officer

Location

Rangiora Service Centre

Contract Type

Permanent

Date

January 2025



Department

Finance & Business Support



Unit

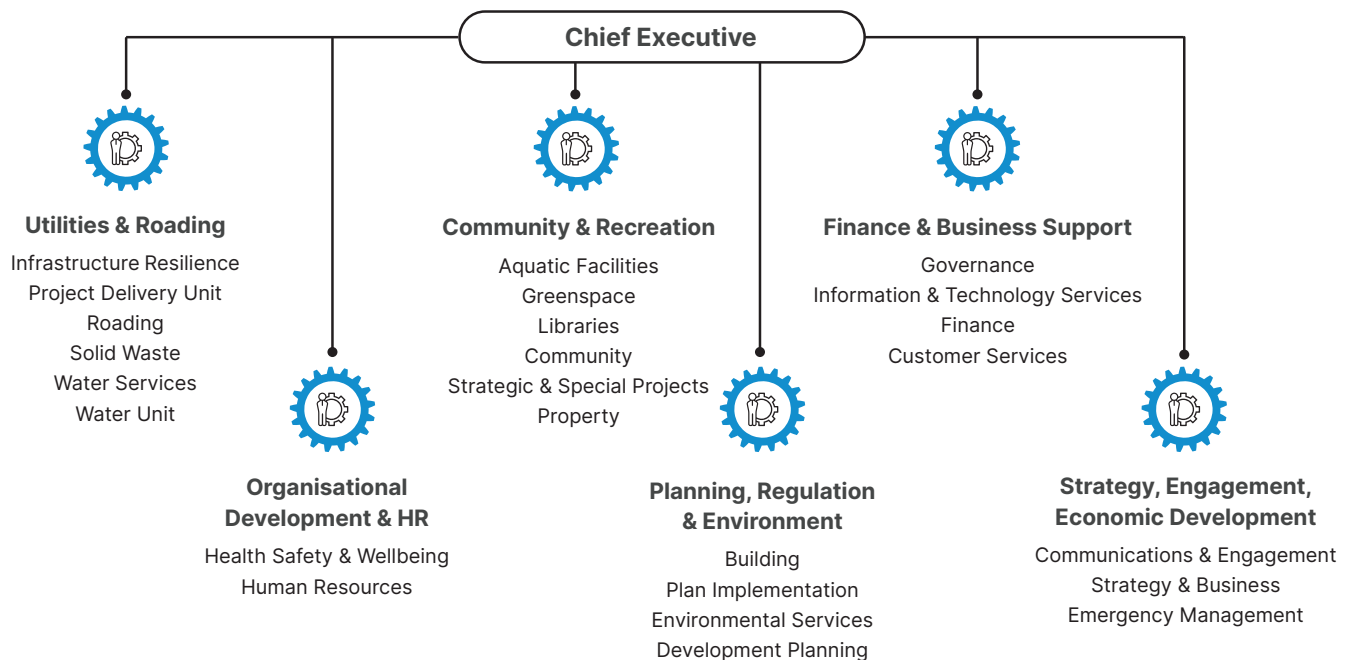
Customer Services



Team

Customer Services Contact

Organisation Context



Tā mātou mauri

Our principles

Our purpose	To make Waimakariri a great place to be, in partnership with our communities.			
Our vision	We are a respectful, progressive team delivering value for our customers.			
Our values	We will...			
	Act with integrity, honesty and trust	Keep you informed		Work with you and each other
	Do better every day	Take responsibility		
Our customer promise	We will be professional, approachable and solutions-focused.			

Position Details

Purpose of Position

The Customer Services Contact Team is the first point of contact for external customers communicating with the Council in person or by phone, email, on-line and social media.

The team provides an effective communications link between the public and all Council units by resolving enquiries and carrying out administration tasks at the first point of contact where possible, and efficiently referring issues that can not be immediately resolved to the correct Council unit.

QD CUS Form 015 Customer Services Team Staff Training Needs Analysis Worksheet (TRIM: 210924154849) is a comprehensive list of functions, tasks, knowledge, skills and behaviour required to perform this role.

Key Relationships

Responsible to

Customer Services Contact Team Leader

Responsible for

Nil

Internal

Customer Services Team Leaders; Customer Services Manager; General Manager Finance & Business Support; Customer Services Team, including Rates Team; All Council Business Units; Other Council Staff as required

External

Ratepayers and Residents; Visitors; Businesses; Building Companies; Property Developers; Architects and Designers; Hirers of Council Facilities; Council's contracted service providers; Suppliers and service providers; Community Groups; Solicitors; RSA

Is there an approved delegated authority for this role? ☒ Yes ☐ No

If yes, state limit for role \$: 500.00

If yes, is this role responsible for that budget? ☐ Yes ☒ No

Vetting Requirement (contact HR for further advice as required)

Under the NZ Police vetting criteria, thorough vetting is required to safeguard communities by assessing the backgrounds of individuals who work with vulnerable populations.

This role provides care/protection/education/training to vulnerable members of society such as children, young people, elderly and/or disabled. ☐ Yes ☒ No

If yes, does this role fall under the Childrens Act 2014? ☐ Yes ☐ No

If yes, this position has been identified as:

Vetting under the Children's Act 2014 is necessary to ensure the safety and well-being of children by thoroughly assessing individuals who work with them.

Key Result Areas

KPI (area of responsibility)

Respond to customer phone, email, on-line and social media enquiries
Processing payments, transfers and refunds
Identify and escalate complaints or issues that require specialist attention.

Administration of Council Facilities and Rates Rebate Bookings, including maintaining a register of keys for Council buildings and facilities.

Kerbside bin orders, raising invoices, changes, follow up, updates, accurate assignment of bins to property details for rates.

Enter and correctly allocate requests for service that accurately describe the customer issue and contain all relevant information.

Dog Registration Process including administration of internet payments.

Measure (successful when)

Positive customer feedback evidenced by recorded compliments and performance measurement
Payments are receipted accurately for all transactions.
Administration tasks are completed accurately to the standards required by the business units.
Processes are adapted as required in emergency situations which may require work outside normal hours.

Bookings are processed in a timely and accurate manner
Council facilities are promoted and bookings are managed in a way that achieves maximum occupancy
The key register accurately indicates which keys have been issued to users and missing keys are followed up.

Customers are allocated bins that suit their needs.
Charges are accurately invoiced
Kerbside bin associations match the numbers being rated for the service
System alerts are processed in a timely manner.

Call backs for additional information are minimised.
Spelling and grammar are at a level suitable for external publishing.
Requests are correctly allocated to work groups.
Urgent requests are prioritised for immediate action
Customers are offered a call back when the request is completed.

Registration renewals, updates and changes are actioned efficiently and accurately with all appropriate fields completed.
Payments are allocated promptly and accurately.
System alerts are processed in a timely manner.
Customer questions are followed up promptly.

Key Result Areas Continued

KPI (area of responsibility)

Implement the Cemeteries Policy with regard to burial bookings, issue of interment warrants, plot reservations and buy-backs and memorial permits. Setting up records for new burial areas. Respond to customer enquiries including historical searches.

Process/balancing cash banking
Administration of Petty Cash floats

Rates administration including:
- solicitor property settlement rates enquiries
- rates rebate applications
- authorise rates penalty remissions
- direct debit enquiries and cancellations

Process vehicle crossing permits, load applications, update and book inspections

Service Centres and call centre are customer ready and stocks and information resources are current and readily available.

Measure (successful when)

Customer feedback indicates a professional manner showing empathy, consideration and understanding.
All tasks are processed accurately and in good time.
Clear instructions are issued to the burial contractor.
Records are accurate and up to date.
Effective communication with Greenspace Team to ensure availability of plots.

Cash is held securely on site until collected for bank deposit.
Cash takings from external sites are processed promptly.
Receipting journals are balanced daily and discrepancies are reported.
Journals are updated when processed.
Petty cash floats and receipts are reconciled.

Rates Certificates (property settlement) and Rates Rebate documents are accurate and complete.
Anomalies in applications are questioned and resolved.
Rates penalty remissions are granted within policy criteria

Vetting, loading and administration of applications is accurate and complete
Applications are processed in a timely manner
District Plan requirements are met
Charges are accurately invoiced
Inspection bookings are entered into on-line calendar

Public access doors are locked and unlocked on time
Seamless transition to and from after hours phone service
Advertised information is available for the public
Customer wait times are minimised.
Out of date information is destroyed.
Stocks of rubbish bags, bokashi and other consumables are available.

Key Result Areas

KPI (area of responsibility)

Manage mail, including bulk mail outs and courier packages

Measure (successful when)

Incoming mail and courier packages received over the counter are held securely until collected.
Outgoing mail and courier packages are sent with correct postage.
Outgoing mail is ready for afternoon drop off at NZ Post
Items are sent with correct postage, returns are minimised
Available discounts are maximised

Building consent enquiries and application vetting and weekly/monthly building statistics returns

Enquiries are answered promptly and applications vetted correctly.
Technical enquiries out of scope are referred to the relevant Duty Officer.
Spreadsheet of issued consents for collection is up to date.

Person Specification

Education/Qualifications

Minimum requirement for the role:

National Certificate Level 3 NCEA Level 3

Education to minimum school leaving age NCEA level 1, 2 or 3 (please specify)

Specifications and/or further information:

(7th Form Certificate equivalent) as a minimum
Certificates and training relevant to the role - Customer Service, Interpersonal Skills, Contact Centre. National Certificate in Call Centre Operations is desirable but not essential. Current unrestricted drivers licence is desirable

Knowledge/Experience

Minimum requirement for the role:

4-5 years

Needs to draw on relevant longer-term experience specific to the job and work demands, acquired over time.

Further information:

5 years experience in a front facing customer service role, including cashiering
Minimum 12 months telephone call centre experience
Local Government experience, previous employment at a Territorial or Regional Council is desirable. Knowledge of the Waimakariri District area

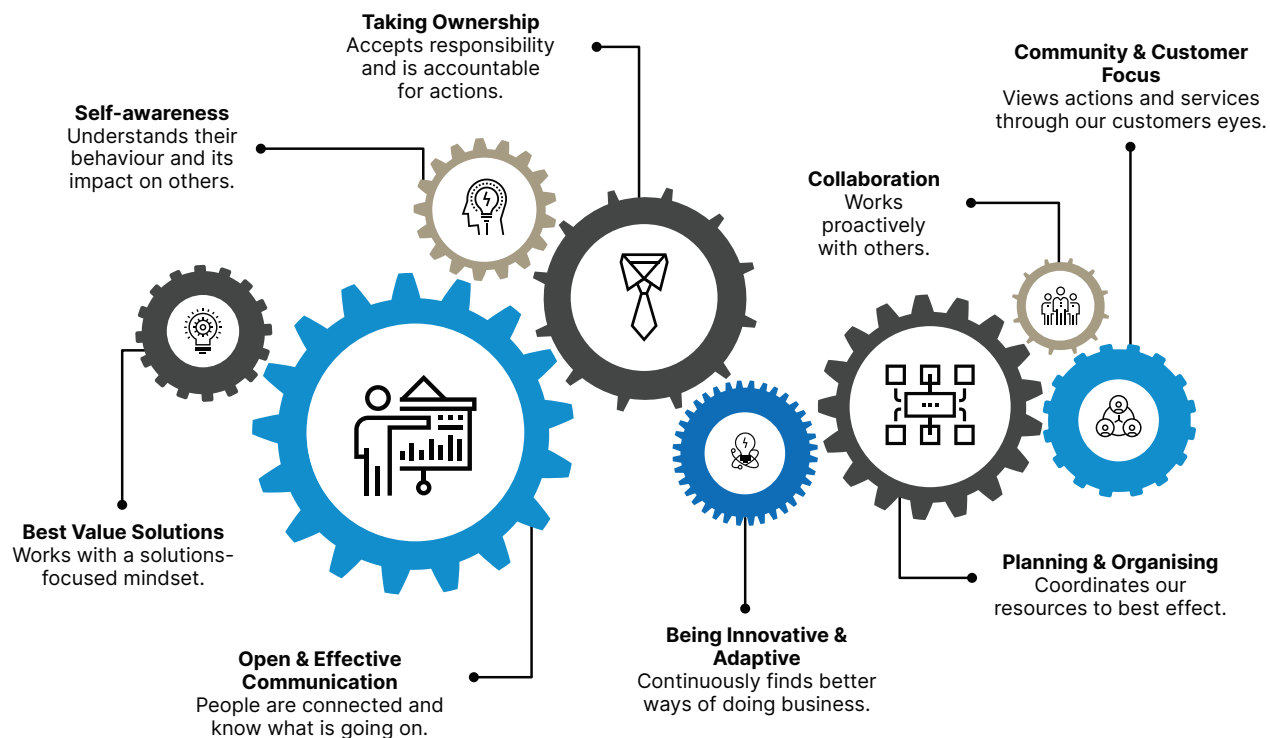
Attributes

Team player with a positive and enthusiastic attitude and strong personal values. A friendly and professional manner with a strong customer focus. Shows initiative with a practical approach to problem solving and conflict resolution. Flexible and adaptable towards change and proactive in looking for continuous improvement. Self aware and able to receive feedback. Multi-cultural awareness and sensitivity. High emotional intelligence, shows empathy and builds rapport quickly and easily. Good sense of humour. Capacity and willingness to learn and retain new information. Confidentiality and discretion in sensitive situations

Skills

Demonstrates active listening. Ability to focus on the customer among multiple distractions in a fast paced high pressure environment. A clear and concise communicator orally and in writing. Creative thinker and able to produce options and clear road blocks. Excellent numeracy skills and proven cash handling and reconciliation skills. Tech savvy, learns new applications easily and has proven competence with Microsoft Office products. Great organisation and time management skills. Great service/product knowledge with the ability to manage and prioritise multiple tasks. Effective questioning techniques to establish relevant information. Interpersonal skills, the ability to interact, communicate and collaborate with a wide range of people and situations

Core Competencies



Key Requirements for all Council Staff

- ✓ Embrace principles contained in Tā Mātou Mauri, model the Council's values and continuously seek self-improvement regarding our core competencies.
- ✓ Participate in Civil Defence training programmes and exercises and assist effectively in disaster recovery and business continuity planning.
- ✓ Take reasonable care for the health and safety of yourself and others at the WDC (including visitors, volunteers, contractors, and general public). Comply with any reasonable health and safety instruction, policy or procedure and ensure that all hazards, risks and incidents in the workplace are reported.
- ✓ Manage information of all activities within the Council's corporate business and information systems according to information management policies and procedures.
- ✓ Ensure that proper account of tikanga Māori and the Treaty of Waitangi is taken in all activities.
- ✓ Maintain an effective partnership with mana whenua as provided for in our agreements and understandings between Council and Te Ngāi Tūāhuriri Rūnanga.

Amendments 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.

Position Description approved by

Maree Harris

Date

January 2025