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| ***POSITION DESCRIPTION*** | |
| **POSITION TITLE** | Customer Services Officer |
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| **GROUP** | Corporate Services |
| **REPORTS TO:** | Finance Manager |
| **DIRECT REPORTS** | Nil |
| **POSITION PURPOSE**  The Customer Services Officer is the friendly face and voice of the Council, providing a professional and positive impression, and exceptional support to our customers and stakeholders, both internal and external.  Acting as the first point of contact (whether in person, over the phone, or via email), this includes managing a diverse range of enquiries and collaborating with the various departments of Council to ensure every interaction reflects the high standards of our organisation. | |
| **DATE OF REVIEW** | January 2025 |
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| ***KEY RELATIONSHIPS*** | | | |
| **EXTERNAL** | | **INTERNAL** | **COMMITTEE/GROUPS** |
| * Members of the Public * Other Local and Territorial Authorities * Government agencies * Iwi * Primary contractors (and subcontractors) * Consultants * Industry Peers | | * Finance Manager * Finance and Customer Service Team members. * GM Corporate Services and the Senior Leadership Tema * All other council staff. | * Standing Committees of Council |
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| ***FINANCIAL RESPONSIBILITIES*** | | | |
| Controls a budget Y / **N**  Maximum that may spent without reference to manager ($) nil  Jobholder can spend unbudgeted capital Y / **N**. Amount ($)  Jobholder is responsible for committing the organisation to long term contracts Y / **N** | | | |
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| ***KEY ACCOUNTABILITIES*** | | | |
| KEY RESULT AREAS | EXPECTED OUTCOMES/PERFORMANCE INDICATORS | | |
| **Values** | At all times ensuring Council values are reflected in behaviours and professional delivery of role. | | |
| **Customer Service and Reception** | Develop and maintain a thorough understanding of Council services, functions, and team members.  Welcome and assist visitors with a positive, professional, and friendly approach.  Address customer queries accurately or connect them with the appropriate team member.  Prompt and efficient response to incoming calls, ensuring they are redirected as needed.  Ensure timely and clear forwarding of messages to the correct recipient.  Treat all customers with courtesy, respect, and cultural sensitivity.  Keep the front reception area tidy and inviting. | | |
| **Cashier Duties** | Process incoming payments accurately.  On a rostered basis:  Reconcile daily cash register transactions to ensure accuracy.  Prepare and lodge regular bank deposits, ensuring accountability for all funds received. | | |
| **Ratepayer Assistance** | Respond to ratepayer enquiries in a timely and helpful manner and redirect to an appropriate team member as required.  Support the management of Council’s name and address registers (NAR). | | |
| **Administrative Duties** | Support the maintenance of Council’s data and records management system.  Manage the ordering and distribution of stationery.  Assist with processing orders for business cards and corporate clothing.  Responsible for the ordering and storage of staff cafeteria supplies.  Responsible for performing the in-house cleaning/maintenance schedule for the leased hot beverage machine and keeping the staff cafeteria tidy and inviting during work hours.  Assist with meeting arrangements, including booking, catering, and room setup.  Perform general administrative tasks to support both internal and external customers.  Provide support and back up for our Finance Team. | | |
| **Travel and Accommodation Bookings** | Coordinate travel and accommodation bookings for staff through Orbit Travel.  Follow up on travel and accommodation queries to ensure seamless arrangements. | | |
| **Health, Safety and Wellbeing** | Provide leadership and direction in matters relating to Health, Safety and Wellbeing by understanding and implementing the requirements of the Health and Safety at Work Act, and Council’s policy and procedures. This includes:   * Maintaining Council’s safe working practices and procedures within your team and leading by example in all areas of health, safety and wellbeing. * Ensure compliance with any reasonable policy or procedure given by Council. * Taking reasonable care for your own health and safety, as well as the safety of others, ensuring that your actions or omissions do not adversely affect anyone. * Cooperating with Council policies and procedures, including the use of necessary personal protective equipment and clothing. * Reporting any potential or actual risks, injuries, work-related illnesses, and incidents (including near misses) to facilitate investigation and mitigation. * Accurately reporting all work-related hazards, incidents, and accidents, and promptly implementing corrective actions. * Providing support to the Health, Safety, and Wellbeing team in internal audits, assessments, and investigations as required. * Attending and completing Health and Safety training, ensuring all required certifications remain current. * Actively participating in Council’s health, safety, and wellbeing practices and projects. | | |
| **Additional Duties** | **Collaboration and Inclusion:** Demonstrate understanding and respect for work colleagues and customers. Actively support a diverse and inclusive workplace environment. Ensure the Council meets its obligations under the Treaty of Waitangi, the Treaty Settlement Act. Additionally, observe cultural protocols and safety practices to support initiatives, consultations, and relationships with Iwi.  **Emergency Management:** Participate in civil defence and emergency management training and activities as directed to fulfil the Council’s statutory responsibilities.  **Additional Duties:** Perform other duties as required, as appropriate.  Embrace change by being proactive in your learning and development to support both personal growth and the Council’s goals. Discuss and set development goals with your people leader, engage in on-the-job learning, and stay open to feedback and innovation. Collaborate across teams, share your ideas and strengths, and mentor others to enhance team outcomes. | | |

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| ***PERSON SPECIFICATION*** | | |
| **EXPERIENCE**  *(Indicate years of experience required as appropriate)* | A current and valid New Zealand Driver’s Licence.  2 years of experience in a similar administration or customer service role.  Cashier and reconciliation experience.  Strong numeracy and IT skills, essential for success in this role. |  |
| **SKILLS/ATTRIBUTES/JOB SPECIFIC COMPETENCIES**  *(Typically, be expected for 100% fully effective in role)* | Exceptional verbal and written communication skills.  A professional, courteous, and approachable manner.  High levels of personal integrity, including honesty and confidentiality.  Ability to ensure work is completed accurately and within agreed timeframes.  Strong time management skills with the ability to prioritise and organise workload effectively.  Ability to remain calm, composed and optimistic in stressful or high-pressure situations.  A team player with a proactive, can-do attitude and a commitment to continuous improvement. | |

*To adapt to the evolving nature of our work environment, including technological advancements and statutory changes, it may be necessary to periodically review and update this job description. These updates can occur as part of the annual performance cycle's preparation or as needed. The manager of this position, in consultation with the position holder, may initiate these updates. This job description should be reviewed during the preparation phase of performance planning.*

Employee Name Date

Employee Job Title

Approved: Manager Name Date

Manager Job Title

