

WESTLAND DISTRICT COUNCIL

JOB DESCRIPTION

JOB TITLE

Team Leader Customer Service

PURPOSE

To support and guide the front-line customer service team to deliver a customer centric experience for all users. Customer Service is critical for Council to be able to respond to our communities and to support the day-to-day operations of Council. Customer service is expected to be the first point of contact and the face of Council.

SPECIFIC DUTIES & RESPONSIBILITIES

Direct the day-to-day activities of the Customer Service Team

- Ensure that enquiries received in any form are answered promptly, efficiently and accurately in a friendly manner.
- Ensure customers are satisfied and provide positive feedback.
- Provide first contact resolution wherever possible with escalation of technically demanding calls in accordance with internal guidelines.
- Make customers feel welcome and ensure that visitors sign into the Proxy click system.
- Direct visitors attending public meetings to Council Chambers.
- De-escalate difficult or upset customers and inflamed situations.

Staff management

- Support the recruitment and selection of team members
- Manage performance and development of staff through Performance Development and Review process, training and coaching.
- Ensure Customer Service is adequately staffed by liaising with manager on staffing shortages during high volume times.
- Support the Customer Service team to adhere to Council policies, processes and procedures.
- Co-ordinate assistance to Corporate Services during quiet times.

Cash-handling

- Undertake receipting and recording of payments with a high level of accuracy.
- Counter-check transactions over the threshold for accuracy.
- Ensure the Customer Service team follow all cash management processes at all times.

Administration

- Check stationery supplies regularly and order additional as required in a timely manner.
- File physical files accurately and in a timely manner.
- Action incoming and outgoing post daily in line with Council procedures.
- Assist records management team as part of the digital transformation project and any other projects that may be undertaken.
- Manage storage and issue of access tags

Other Duties

- Support the team by completing other duties as and when they arise.

Key Relationships

- Customer Service Team
- Corporate Services Group

- Executive Leadership Team
- Westland District Council staff
- Mayor and Councillors
- Westland Community, ratepayers, general public

Delegated Authority

- N/A

Staff management

- Two direct reports

Reporting to:

- Finance Manager

Health & Safety

- Follow all safe work practices, procedures, guidelines and controls.
- Take all reasonably practicable steps to ensure their own safety at work and not cause harm or create hazards to other persons. Encourage others to do the same.
- Actively contribute to hazard identification and hazard management.
- Communicate health and safety issues or concerns directly to their manager or a health and safety representative.
- Report all accidents, injuries, incidents, pain or discomfort and near misses immediately or as soon as possible within 24 hours. This includes damage to property, vehicles and equipment.
- Actively participate in health and safety initiatives and participate in meetings and training.
- Take an active role in any personal treatment, rehabilitation plans or return to work programs if applicable.
- Wear Personal Protective Equipment (PPE) where required and be personally responsible for the use, care and storage of PPE
- Take responsibility for visitors and support visitors to comply with Council Health and Safety Policy and procedures at all times.
- May be required to be a Fire Warden or Deputy Fire Warden in the event of an emergency evacuation.

Civil Defence/Emergency Management

- To meet the Council's statutory responsibilities for Civil Defence and Emergency Management (CDEM) you will be expected to participate in CDEM training initiatives and undertake activities, as directed as part of Council's emergency response.

GENERAL DUTIES & RESPONSIBILITIES

- Be punctual and work the hours and times specified.
- Prioritize workload to ensure work of the greatest importance to the business is undertaken with urgency and to a high standard.
- Support and help develop a positive workplace culture.
- Demonstrate excellent interpersonal communication skills.
- Responsibly manage all business resources within accountability levels.
- Undertake all duties and responsibilities outlined in this job description and all other duties as required by the business.
- Comply with all employment obligations.
- Promptly undertake to complete all reasonable and lawful instructions and directions given.
- Serve the business in good faith, promoting and protecting the business's best interests.
- During work time, and such other times as may be reasonably required, dedicate all effort to the execution and fulfillment of the duties, responsibilities, obligations, and instructions related to employment.
- Demonstrate through own actions a commitment to Health and Safety at work when undertaking work or observing others in the workplace.

SKILLS, EXPERIENCE & EDUCATION

Qualifications/Experience

- 3-5 years' experience in a Customer Service role
- NCEA level 2 or equivalent.
- Team leadership and staff management experience

Knowledge / Skills / Attributes

- Excellent Customer Service skills
- Ability to manage a small team effectively to produce a positive Customer Service experience for stakeholders
- Advanced computer literacy and understanding of accounting principles and practices.
- An understanding of the Council environment, policies and processes is preferable
- Excellent verbal and written communication skills
- Ability to ensure that work is completed to a high standard and within deadlines
- Ability to work cooperatively as part of a team demonstrating energy, vision and initiative