

WESTLAND DISTRICT COUNCIL

JOB DESCRIPTION

JOB TITLE

Customer Services Officer

PURPOSE

Provide front-line customer service by being the friendly, efficient and knowledgeable face of the Council. Cover a wide range of customer enquiries and transactions either in person by phone or by correspondence.

SPECIFIC DUTIES & RESPONSIBILITIES

To answer all enquiries for information through the appropriate media- in person, by telephone, by letter, or by email. Expected results:

- Enquiries are answered promptly, efficiently and accurately in a friendly manner.
- Complaints are processed in line with WDC Complaints policy.
- Customer information is maintained/updated accurately in line with internal processes.
- Customers are satisfied and provide positive feedback.

Support and guide customers to use in-house online systems for their enquiries. Expected results:

- Provide assistance to increase customer knowledge of self-help options where available for their enquiries.
- Customers are satisfied and provide positive feedback.

Call Centre operation. Expected results:

- Calls are answered promptly, efficiently and in a professional manner.
- First contact resolution wherever possible.
- Escalation of technically demanding calls in accordance with internal guidelines.

Cash handling

- Receipting of payments will be undertaken with a high level of accuracy.
- Processes regarding cash management will be followed at all times.

Rates enquiries. Expected results:

- Provide support to the Rates Officer by handling basic enquiries from ratepayers about their rates.
- Provide rates request information to Solicitors daily.

Information Management

- Assist the Information Management team with document scanning and record keeping.
- Assist the public with access to digital records via online search facilities.

Other Duties

- Supporting the Council 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

- N/A

Reporting to:

- Team Leader Customer Service

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

Person Specification

Qualifications/Experience:

- Advanced experience in customer service.

- An understanding of the Council environment, policies and processes.
- NCEA level 2 or equivalent.
- Advanced computer literacy.

Skills/Attributes

- Excellent verbal and written communication skills
- Ability to ensure that work is completed to a high standard and to meet deadlines
- Ability to work cooperatively as part of a team demonstrating energy, vision and initiative
- Excellent Customer Service skills
- Ability to manage time and prioritise and organise workload.

This job description gives a general outline of the duties and is not intended to be an inflexible or finite list of duties. It may therefore be amended from time to time.