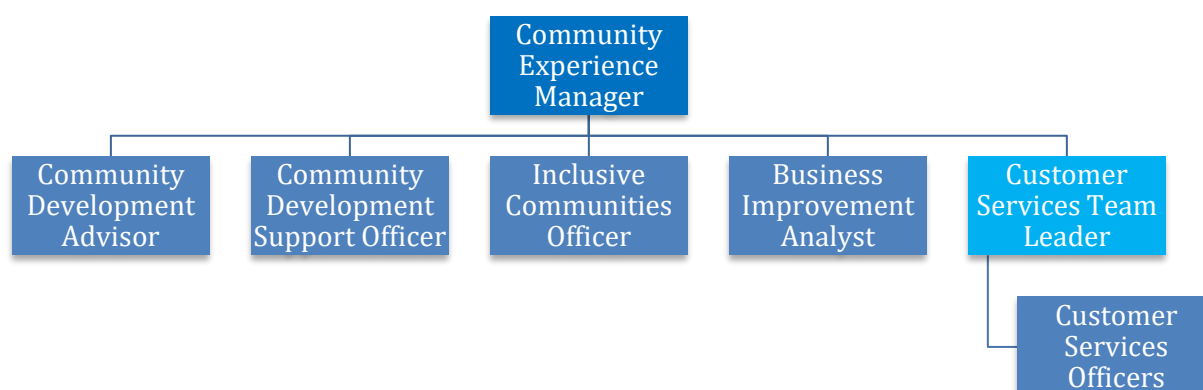


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## Position Description: Customer Services Officer

<b>Business Directorate</b>	Community Services
<b>Reports To</b>	Customer Services Team Leader
<b>Direct Reports</b>	Nil
<b>Date</b>	February 2024
<b>Budget Responsibility</b>	Nil
<b>Financial Delegation</b>	Nil

### Business Group Structure



### Business Group Purpose

The Community Services Group encompasses Council’s Recreation and Cultural Facilities and Customer Services, User Experience, and Community Engagement portfolios and plays a key role in the delivery of recreation, cultural, and heritage services to the community to support the Council’s delivery of community outcomes and wellbeing’s.

This Group is responsible for leading the delivery of user experience and communications to all users of Council services, district residents, and ratepayers to support the delivery of community wellbeing’s under the Local Government Act 2002.

In addition, the Community Services Group is responsible for the delivery of community initiatives, development and delivery of user experience initiatives, events, and services that support various strategic Council objectives and goals including a number of longer-term capital expenditure projects and community engagement initiatives.

**Purpose of the Position**

To achieve the Customer Service objective of providing Amazing Service Everyday by providing an efficient, informed service to customers on all matters concerning Council while maintaining high standards of customer service as directed by the Customer Services Team Leader.

This position shares with the other customer service staff the responsibility for, the answering of counter, phone and email enquiries, the maintenance of many records, and in particular the processing of all payments, LIM coordination, dog registration, hall bookings, cemetery burials and associated records, rate direct debits, rate rebate appointments, property settlements information, MyTDC applications and activation, customer requests management and the maintenance of Council’s Name and Address Register.

**Key Relationships / Customers**

External	Internal
Members of the public	Group Manager Community Services
Contractors	Community Experience Manager
Service Providers	Customer Services Team Leader
	Customer Services Staff
	All TDC Staff

**Position Responsibilities**

Your general duties include those outlined in this position description and may be reviewed and updated from time to time in consultation with you. You will also be required to undertake any other duties that are within your ability to perform, if asked to do so.

1. To provide an accurate, friendly, prompt and professional service to all customers and arrange referral to other council staff or contractors where appropriate.
2. To provide a high level of customer service in a fair and consistent manner.

3. To assist in developing and maintaining appropriate levels of customer service through shared knowledge and expertise by being an effective member of the Customer Service Team.
4. To attain a high level of operation and understanding of the Council's software and record systems to enable the delivery and maintenance of quality information.
5. To fully participate in the shared delivery of customer service functions including LIMs, cemetery burials, enquiries and recording, rating and property enquiries, 3 bin system enquiries, dog registrations, rate rebate appointments, MyTDC applications and activations, customer request management, Snap Send Solve and notifications, enquiry's emails and facility bookings.
6. To provide for the proper accounting of all monies received.
7. To be proactive in increasing knowledge of Council's policies, plans and activities and the responsibilities of other staff within the organisation.
8. To develop and maintain effective relationships within the organisation and with the public.
9. Assist with other duties as reasonably required by the Customer Services Team Leader.
10. Actively engage in setting own goals and objectives.
11. To actively contribute to health, safety and wellbeing through working safely, taking responsibility for keeping self and colleagues free from harm, reporting all incidents and hazards promptly and knowing what to do in the event of an emergency.
12. Take responsibility for ensuring Council information, data and records are stored with appropriate accessibility in designated systems, using processes and tools as described in the current Information Management Policy.
13. To be actively involved in Civil Defence Emergency Management when required.
14. To live the COSI values; Customer Focus, One Team, Success and Integrity and consciously support a team culture that is consistent with the overall organisations values and above the line behaviours.
15. Commitment to the principles of the Treaty of Waitangi.

### Formal Qualifications / Training / Experience

<b>Minimum Qualification</b>	NCEA Level 2 or equivalent.
<b>Desired Qualification</b>	NCEA Level 3 or above.
<b>Minimum Experience</b>	12 months in a Customer Service position.

<b>Desired Experience</b>	12 months relevant experience in a similar role within Local Government.
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**Key Competencies / Skills / Knowledge**

- Excellent interpersonal skills.
- Excellent public relations skills with the ability to work with a diverse range of stakeholders and able to de-escalate a volatile situation.
- Good verbal and written skills and able to work under pressure.
- Must have above average computer skills and technical ability.
- Must have the ability to think clearly to solve problems and present information concisely to others.
- A team player with a sense of humour is essential.
- Good time management skills and able to self manage.
- High level of honesty, integrity, confidentiality and a trustworthy manner.

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 Claire Barlow  
**Community Experience Manager**

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**Customer Services Officer**

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**Date**

\_\_\_\_\_  
**Date**