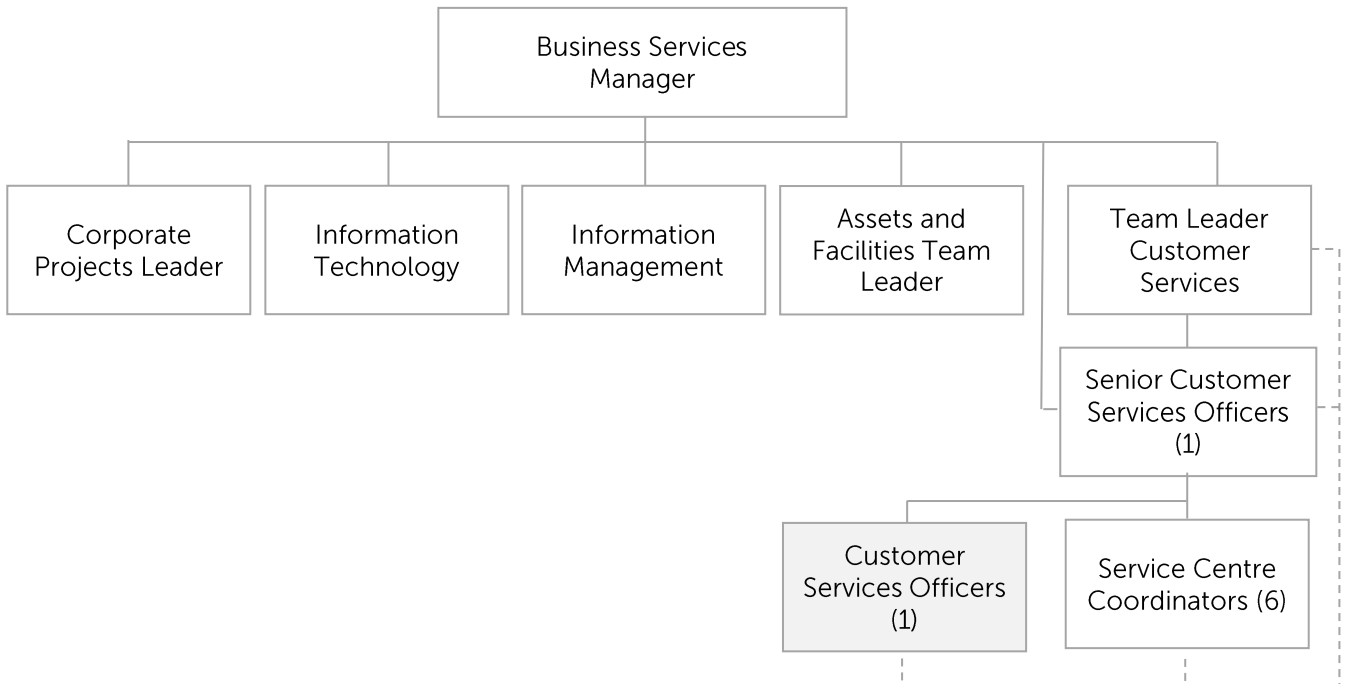


## JOB DESCRIPTION

**Job Title:** Service Centre Coordinator (Part-time)  
**Location:** Marton  
**Hours:** Monday to Friday 10am -2pm  
**Work Unit:** Customer Services  
**Responsible to:** Business Services Manager  
  
**Position purpose:** Provide friendly, efficient and well-informed customer service to internal and external customers.  
  
**Salary:** \$54,222 - \$63,790pa (Full-time Equivalent)  
**Date:** November 2024

## ORGANISATIONAL CONTEXT



## FUNCTIONAL RELATIONSHIPS

EXTERNAL	INTERNAL
<ul style="list-style-type: none"> <li>▪ Horizons Regional Council Customers</li> <li>▪ Horizons Regional Council Contractors</li> <li>▪ Horizons Regional Council Liaison Committees</li> <li>▪ Other Local Authorities and Government Agencies</li> <li>▪ Maintenance Contractors</li> <li>▪ Cleaning Contractors</li> </ul>	<ul style="list-style-type: none"> <li>▪ Marton Service Centre Team</li> <li>▪ Corporate Information Team</li> <li>▪ Communications Team</li> <li>▪ Executive Team</li> <li>▪ Finance Team</li> <li>▪ Other Horizons Regional Council staff</li> <li>▪ Assets team</li> </ul>

## KEY RESULT AREAS

JOBHOLDER IS ACCOUNTABLE FOR	JOBHOLDER IS SUCCESSFUL WHEN
<b>Reception Duties</b>	
<ul style="list-style-type: none"> <li>▪ Provide friendly, efficient reception service to visitors and Horizons Regional Council staff.</li> <li>▪ Oversee security by monitoring visitors, issuing passes and approving visitor access to all staff areas.</li> <li>▪ Maintain tidy and presentable reception area.</li> <li>▪ Perform start and end of the day reception housekeeping procedures.</li> </ul>	<ul style="list-style-type: none"> <li>• All reception duties have been carried out in a courteous and professional manner.</li> <li>• Positive feedback is received from all internal and external customers.</li> <li>• Reception area functions efficiently and presents a professional image.</li> <li>• Cash handling is undertaken in an accurate manner</li> </ul>
<b>Customer Service</b>	
<ul style="list-style-type: none"> <li>▪ Resolve, process and monitor a high-level of enquiries via phone, direct contact, email and website.</li> <li>▪ Screen and re-direct all enquiries that cannot be resolved by the Customer Services Team.</li> <li>▪ Actively champion and further develop an organisation-wide customer service focused culture.</li> <li>▪ Ensure the reputation of Horizons is elevated through exceptional customer service.</li> <li>▪ Proactively work towards maintaining and further developing a strong customer services team.</li> <li>▪ Work together with organisational leaders to enable the customer services team to answer, process and track a high level of enquiries (made in person, by phone, email, the website or call centre).</li> <li>▪ Support and foster good channels of internal communication</li> <li>▪ Liaise with the Call Centre to maintain and update information and to keep communications flowing as required</li> </ul>	<ul style="list-style-type: none"> <li>▪ Customers receive a consistent level of service at every contact point with Horizons and enquiry resolution levels are high.</li> <li>▪ Customer satisfaction is high.</li> <li>▪ Horizons reputation for providing fast, efficient and informative customer service is maintained and further enhanced.</li> <li>▪ Organisational appreciation of, and contribution to, customer service ethos is maintained and further enhanced.</li> <li>▪ The range of FAQs increases and the level of resolution of enquiries increases with less escalation required to other staff in the organisation.</li> <li>▪ The relationship with the Call Centre is professional, constructive and suits Horizon's needs</li> </ul>
<b>Service Centre Administration</b>	

<ul style="list-style-type: none"> <li>• Coordinate the administration of the Service Centre, in particular: <ul style="list-style-type: none"> <li>– Ensure adequate supplies of stationery and other office materials are available to staff as required.</li> <li>– Ensure adequate supplies of tea, coffee, milk and sugar, biscuits.</li> <li>– Fulfilment of Staff Cafeteria duties as required.</li> <li>– Mail and courier dispatching.</li> <li>– Purchase and arrange catering for council/staff meetings as requested.</li> </ul> </li> <li>• Liaise with and assist the Asset Manager in the co-ordination of maintenance and repairs to the service centre buildings and grounds.</li> <li>• Oversee site security measures</li> <li>• Build and maintain effective working relationships with staff in the service centre</li> <li>• Prepare and receipt purchase orders for site specific goods and services</li> <li>• Provide adhoc administrative assistance to the service centre staff</li> </ul>	<ul style="list-style-type: none"> <li>▪ Service Centre administration is coordinated to the customer's satisfaction.</li> <li>▪ Stationery items and other office resources are available for use as required.</li> <li>▪ The post office box is cleared appropriately and mail is processed and distributed in accordance with corporate requirements.</li> <li>▪ Petty cash float is correct and available.</li> <li>▪ Property maintenance is coordinated to the Asset Managers satisfaction.</li> <li>▪ Maintain Building warrants &amp; evacuation plans up to date.</li> <li>▪ Service providers are co-ordinated on site as required.</li> <li>▪ Process invoices in a timely manner for Asset Manager approval.</li> <li>▪ Make sure security protection systems are in place and are operable.</li> </ul>
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**Public Information**

<ul style="list-style-type: none"> <li>• Update relevant internal and external Council public listings as required.</li> <li>• Liaise accordingly with staff, call centre and other relevant contacts.</li> <li>• Disseminate and store public information material.</li> <li>• Proactively monitor and manage public information material throughout all Horizons offices and other external distribution points.</li> <li>• Sourcing and setting up useful and interesting information to run on the screen in reception.</li> </ul>	<ul style="list-style-type: none"> <li>• Internal and external customers are able to easily source relevant Horizons contact details.</li> <li>• Horizons' diverse range of activities is acknowledged and understood by its community.</li> <li>• Horizons public information material is readily accessible for staff and the regional community.</li> <li>• Information screened is applicable, varied, visually interesting and eye catching.</li> <li>• Teams are regularly canvassed for appropriate information to be screened.</li> </ul>
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**Rates Processing**

<ul style="list-style-type: none"> <li>• Process and administer rate transactions. <ul style="list-style-type: none"> <li>• Processing of manual receipts</li> <li>• Handle public enquires on rating matters.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>▪ Rating receipt process is accurate</li> <li>▪ Enquires are handled in a professional manner</li> </ul>
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**Administration**

<ul style="list-style-type: none"> <li>• Use and maintenance of electronic knowledge and tracking databases.</li> <li>• Undertake individual "champion" (ownership) role for various departmental procedures and software programmes.</li> <li>• Assist with administration tasks, where possible for the wider organisation.</li> <li>• Monitor and maintain duty rosters.</li> <li>• Develop, update and maintain processes for effective service.</li> <li>• Maintain monthly call statistics.</li> <li>• Assist with Rates payments process as required.</li> </ul>	<ul style="list-style-type: none"> <li>• Customer Service duties are completed in an accurate and timely manner.</li> <li>• All administration work is promptly and efficiently undertaken, and meets corporate standards.</li> <li>• Deadlines are met.</li> <li>• Information is current.</li> <li>• Key departmental systems and procedures are monitored and managed effectively.</li> <li>• Staff are aware of when they are on duty and which duty they are covering.</li> <li>• Statistics are available in a timely and useful format.</li> </ul>
<b>Corporate Contribution</b>	
<ul style="list-style-type: none"> <li>▪ Maintain own professional development.</li> <li>▪ Undertake Performance Development tasks/responsibilities.</li> <li>▪ Undertake Health and Safety tasks/responsibilities.</li> <li>▪ Participate in emergency management activities as required.</li> <li>▪ Participate and contribute to corporate projects and inter-departmental initiatives as agreed.</li> <li>▪ Maintain Council plant and equipment.</li> <li>▪ Fulfil administration-reporting requirements (e.g. timesheets, vouchers, reporting).</li> </ul>	<ul style="list-style-type: none"> <li>▪ Appropriate training and development undertaken as agreed.</li> <li>▪ Corporate responsibilities are undertaken and completed accurately, meeting specified standards and within agreed timeframes.</li> <li>▪ Contribution to projects and corporate initiatives is effective and valued.</li> <li>▪ Administration requirements are completed timely and accurately.</li> </ul>

# PERSON SPECIFICATION

## Technical Knowledge/Experience

- Effective communication skills and experience with a wide range of people.
- Demonstrated experience in quality customer service.
- Ability to ensure operational running of customer services in an environment where unexpected events can arise.
- Administrative skills.
- Proficiency with computer technology (word, excel, email, internet).
- Previous customer service experience preferably within local government or like organisation.
- Capable of good productivity unsupervised.
- Confident and reliable.
- Able to use initiative.

## Personal Attributes

- Cheerful and approachable.
- Reliable and honest.
- Ability to work proactively within either a team environment, or independently, and as necessary.
- Ability to show empathy.
- Able to work constructively with people to achieve a common goal.
- Well-developed interpersonal communication skills including ability to effectively manage difficult situations.
- Ability to shift between detail and big picture thinking.
- Excellent, can-do attitude, dedicated to achieving results.
- Organised; ability to prioritise, multi-task and think on feet.
- Analytical: ability to problem solve, consider different perspectives and pursue opportunities.
- Positive attitude to change; open minded and willing to constantly enhance skills and knowledge.

# KEY JOB COMPETENCIES

## Advanced Knowledge

- Computer literacy – Word processing (intermediate level)
- Competence in 'other' Microsoft Office Packages.
- Quality Customer Service

## Working Knowledge

- Time management
- Safe work practices
- General Office Technology
- Data input

## Awareness

- Sensitivity to differing cultural perspectives.

# COMPETENCIES FOR PERFORMANCE DEVELOPMENT

## Customer Focus

- Commitment to meeting the needs of anyone they work for and with including colleagues.

## Job Knowledge

- Have the knowledge and skills to perform the requirements of the position.

## Communication

- Use written and verbal language and style appropriate to the audience and context.

## Teamwork

- Work constructively with people as a team member to achieve a common goal.

## Dependability and Commitment

- Reliable and dedicated to achieving results.

## Continuous Improvement

- Adjusts to change and different perspectives, thinks proactively, pursues opportunities and take appropriate action.

## Organising for Results

- Ensures work is completed effectively and within agreed deadlines.

## OTHER REQUIREMENTS

Be prepared to:

- Occasionally work outside of normal business hours.
- Occasional overnight stays away from home.
- Undertake activities, as directed, as part of Horizons Regional Council's response to flood events, environmental incidents and emergency response.
- Maintain a proactive approach to Health and Safety in relation to your responsibilities and ensure legislative responsibilities and codes of practice are complied with.

## DECLARATION

*This position description is prepared on the basis of existing and foreseen duties and responsibilities. As such it will not prejudice further specification and/or rearrangement at a later date. Also it will not prejudice a particular incumbent's ability to achieve personal development through a change (or partial change) in duties and/or position.*

## NGĀ UARA O NGĀ PAE | HORIZONS VALUES



### **Manaakitanga | We care for our places and make a positive difference**

We care for our communities and the region's environments. We care for current and future generations.

### **He kura te tangata | We treasure our people**

We look after each other, we uphold each other's mana; we use our different skills to support one another.

### **Mā rau ringa e tutuki ai | We succeed together**

We strengthen our partnerships by collaborating with each other and our communities. We share information, knowledge and experiences because doing things together, works best. We listen to understand each other.

### **Kia Mau Ki Te Tokanga Nui a Noho**

Approved: \_\_\_\_\_ (Manager) Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Read and Understood: \_\_\_\_\_ (Incumbent) Date: \_\_\_\_/\_\_\_\_/\_\_\_\_