

JOB DESCRIPTION

Job Title: Customer Service Fixed Term
Work Unit: Customer Services
Responsible to: Business Services Manager

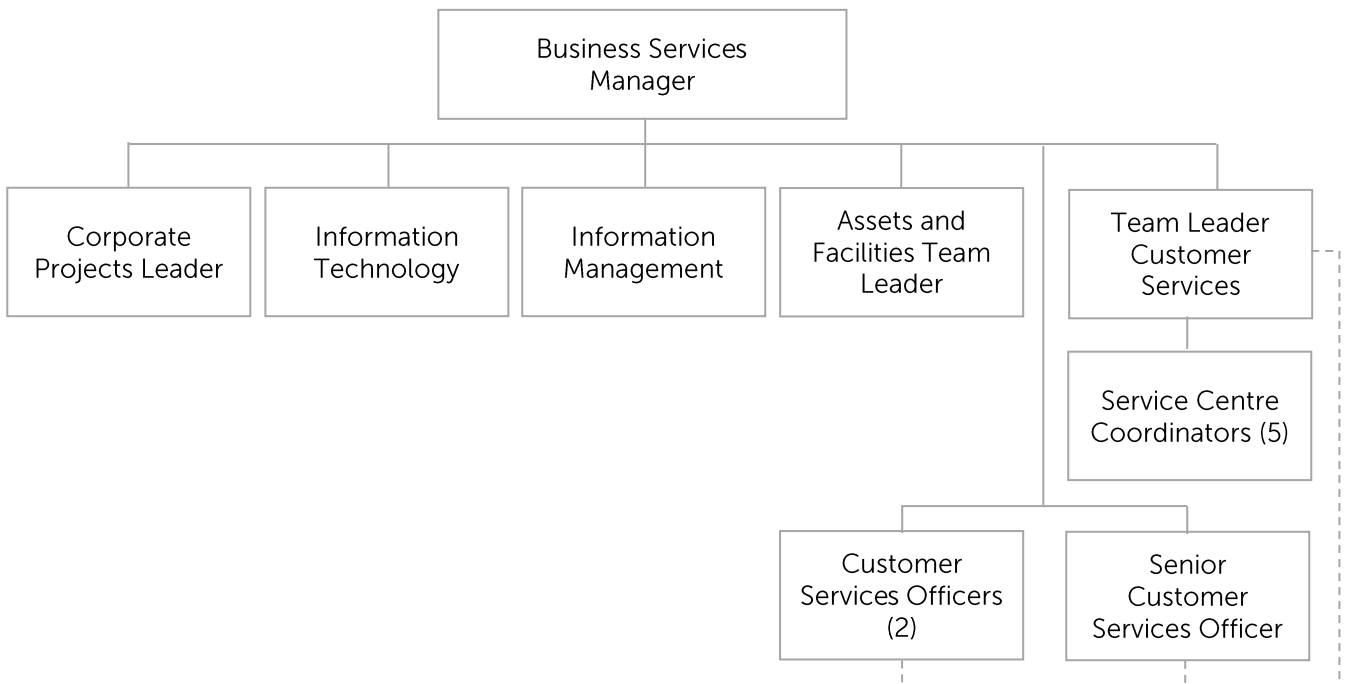
Position purpose: The purpose of this position is to cover the seasonal fluctuations in demand of services, such as our annual rates invoicing, receipting and assisting with customer enquiries.

To provide friendly, efficient and well-informed customer service to internal and external public. This role is based in our Whanganui Service Centre. This is a part-time role of 27.50 hours per week.

Hourly Rate: Between \$22.64 and \$26.63 an hour depending on level of experience.

Date: July 2022

ORGANISATIONAL CONTEXT



FUNCTIONAL RELATIONSHIPS

| EXTERNAL | INTERNAL |
|---|--|
| <ul style="list-style-type: none"> ▪ General Public ▪ Other local authorities/organisations ▪ PNCC Call Centre | <ul style="list-style-type: none"> ▪ Corporate Information Team ▪ Communications Team ▪ Executive Team ▪ Finance Team ▪ Other Horizons Regional Council staff |

KEY RESULT AREAS

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

| Public Information | |
|--|---|
| <ul style="list-style-type: none"> • Update relevant internal and external Council public listings as required. • Liaise accordingly with staff, call centre and other relevant contacts. • Disseminate, sell and store public information material. • Proactively monitor and manage public information material throughout all Horizons offices and other external distribution points. • Sourcing and setting up useful and interesting information to run on the screen in reception. | <ul style="list-style-type: none"> • Internal and external customers are able to easily source relevant Horizons contact details. • Horizons' diverse range of activities is acknowledged and understood by its community. • Horizons public information material is readily accessible for staff and the regional community. • Information screened is applicable, varied, visually interesting and eye catching. • Teams are regularly canvassed for appropriate information to be screened. |
| Administration | |
| <ul style="list-style-type: none"> • Use and maintenance of electronic knowledge and tracking databases. • Undertake individual "champion" (ownership) role for various departmental procedures and software programmes. • Assist with administration tasks, where possible for the wider organisation. • Develop, update and maintain processes for effective service. • Assist with Rates payments process as required. | <ul style="list-style-type: none"> • Customer Service duties are completed in an accurate and timely manner. • All administration work is promptly and efficiently undertaken, and meets corporate standards. • Deadlines are met. • Information is current. • Key departmental systems and procedures are monitored and managed effectively. • Cash handling is undertaken in an accurate manner |
| Corporate Contribution | |
| <ul style="list-style-type: none"> ▪ Maintain own professional development. ▪ Undertake Performance Development tasks/responsibilities. ▪ Undertake Health and Safety tasks/responsibilities. ▪ Participate in emergency management activities as required. ▪ Participate and contribute to corporate projects and inter-departmental initiatives as agreed. ▪ Maintain Council plant and equipment. ▪ Fulfil administration-reporting requirements (e.g. timesheets, vouchers, reporting). | <ul style="list-style-type: none"> ▪ Appropriate training and development undertaken as agreed. ▪ Corporate responsibilities are undertaken and completed accurately, meeting specified standards and within agreed timeframes. ▪ Contribution to projects and corporate initiatives is effective and valued. ▪ Administration requirements are completed timely and accurately. |

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.

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.

Horizons Regional Council Core Values

Values are the essence of this organisation's philosophy for achieving success. They are the bedrock of our culture and our view of how Horizons Regional Council staff should behave. They also provide us with a common direction and guidelines for day-to-day behaviour.

Professionalism

Professionalism at Horizons Regional Council is delivering what is promised in a skilled, timely and appropriate manner.

Teamwork

Teamwork at Horizons Regional Council is successfully achieving shared goals through dialogue, cooperation and respect for others.

Integrity

Integrity at Horizons Regional Council is being honest with others; respectful of their race, gender, age beliefs or values.

Self-Responsibility

Self-responsibility at Horizons is highly valued. All individuals are responsible for actively managing their own behaviour, learning, developing, and performing, including accepting responsibility for actions.

Approved: _____ (Manager) Date: ___/___/___

Read and Understood: _____ (Incumbent) Date: ___/___/___