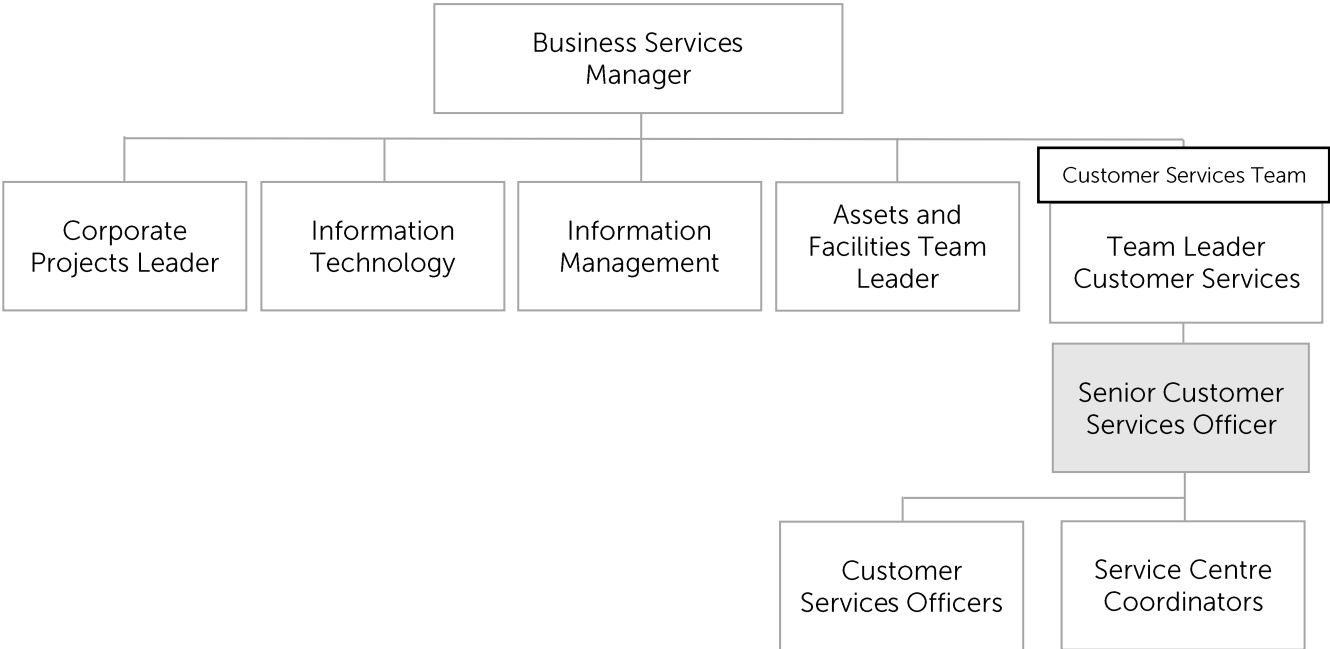


JOB DESCRIPTION

Job Title:	Senior Customer Services Officer Āpiha Matua Ratonga Kiritaki
Job Title known on Rem Tables:	Senior Customer Services Officer
Location:	Palmerston North
Work Unit:	Customer Services
Responsible to:	Team Leader Customer Services
Position purpose:	Provide friendly, efficient and well-informed customer service to internal and external customers. Provide senior support to the work outputs of the Customer Services team.
Salary:	\$56,884 (85%) to \$66,922 (100%) (Full-Time Equivalent)
Date:	April 2025

ORGANISATIONAL CONTEXT



FUNCTIONAL RELATIONSHIPS

EXTERNAL	INTERNAL
<ul style="list-style-type: none"> Horizons Regional Council Customers Horizons Regional Council Contractors Horizons Regional Council Liaison Committees Other Local Authorities and Government Agencies PNCC Call Centre Solicitors 	<ul style="list-style-type: none"> Corporate Information Management 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. Cash handling is undertaken in an accurate manner
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 and further developing 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. Maintain contact with Service Centre Coordinators 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. Service Centre Coordinators are kept informed of relevant information as required. 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. 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. Teams are regularly canvassed for appropriate information to be screened.
Rates Processing	
<ul style="list-style-type: none"> Process and administer rate transactions and sales notices. Processing of manual receipts Handle public enquires on rating matters. Updating rating records 	<ul style="list-style-type: none"> Rating receipt process is accurate Enquires are handled in a professional manner Sales notices are up to date and accurate.
Administration	
<ul style="list-style-type: none"> Use and maintenance of electronic knowledge and tracking databases. Assist with administration tasks, where possible for the wider organisation. Monitor and maintain duty rosters. Develop, update and maintain processes for effective service. Maintain monthly call statistics. 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. Staff are aware of when they are on duty and which duty they are covering. Statistics are available in a timely and useful format.
Customer Services Team Support	
<ul style="list-style-type: none"> Provide support to the Team Leader Customer Services as their 2IC. Step into Acting Team Leader role when Team Leader Customer Services is on leave or otherwise absent. Provide Team Leader Customer Services with senior support and advice to the annual rates process. Including the scoping of opportunities for improvement and implementing these as required. Support the Team Leader Customer Services to build a strong customer services team. Support the Team Leader Customer Services to plan and allocate work undertaken by the Customer Services team. Provide a point of contact to support the Customer Services team to resolve questions or problems related to Horizons activities and to assist in resolving more challenging customer enquiries. Provide on-the-job training to Customer Services team, including training of new or temporary staff. Support the Team Leader Customer Services to monitor and develop the performance of the Customer Services team and individual team members. 	<ul style="list-style-type: none"> Operational processes are followed and daily activities managed. Team Leader activities, responsibilities, and duties are managed effectively so tasks are completed promptly and efficiently. Annual rates process runs effectively and efficiently. Customer Services team work is allocated in an effective and efficient manner that ensures key time frames and priorities are achieved. Customer Services team work activities are of a high quality, accurate, and meet customer needs. Customer Services team are supported with resolving more challenging customer enquiries. Problems related to rates team activities are resolved. Staff receive appropriate on-the-job training. Team operates in an efficient and productive manner. Team Leader Customer Services is supported with their back up plans in their absence.

<ul style="list-style-type: none"> • Support the Team Leader Customer Services to ensure that adequate back up cover is available within the team in their absence. • Support the Team Leader Customer Services as required to develop, update and maintain processes for effective service. 	<ul style="list-style-type: none"> • Team Leader Customer Services is supported with staff management functions in their absence.
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. 	<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. ▪ <i>Contribution to projects and corporate initiatives is effective and valued.</i> ▪ 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.
- Leadership experience or equivalent training.
- 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.
- Ability to see enquiries and complaints through to resolution
- Relationship Management skills
- Dedication to Service Excellence
- Capable of good productivity unsupervised.

Personal Attributes

- Strong leadership skills
- 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 | Our 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: ____/____/____