



## JOB DESCRIPTION

<b>Title:</b>	Customer Services Officer
<b>Reports to:</b>	Community Services Manager
<b>Location:</b>	96 West End, Kaikōura
<b>Date:</b>	March 2023

### Position Purpose:

- To support the community and the organisation to flourish – connected, positive citizens with healthy economies
- To be the first point of contact with our community, while understanding the wider Council roles and responsibilities to assist other departments
- To provide excellent customer service
- Assist with scanning Council's property files to support the continuous improvement to the Council's electronic data management system.

### Nā tō rourou, nā taku rourou ka ora ai te iwi

With your basket and my basket, we will sustain the people

### Areas of Responsibility:

These tasks are not recorded in order of importance. Key deliverables / expected results will be agreed with the Community Services Manager on a regular basis.

KEY TASKS	EXPECTED RESULTS	OUTCOMES
Public relations	<ul style="list-style-type: none"> <li>• I will provide friendly, helpful, prompt and accurate service to the public and internally</li> </ul>	<ul style="list-style-type: none"> <li>• We help to build positive relationships between internal departments, and the community</li> </ul>
Customer service	<ul style="list-style-type: none"> <li>• I will handle all enquiries accurately and professionally, adhering to our core principles of good customer service</li> <li>• I will provide an effective reception service, greet customers in a courteous manner</li> <li>• I will provide an effective telephone service where customers are greeted in a friendly courteous manner</li> <li>• I will provide cashier duties, ensuring receipts balance, daily</li> </ul>	<ul style="list-style-type: none"> <li>• KDC Customer Service is efficient and helpful</li> <li>• A good working knowledge and awareness of policies and procedures contributes to development of better working practices</li> <li>• Efficient and timely customer support: <ul style="list-style-type: none"> <li>○ Contact centre</li> <li>○ Customer Service Requests</li> </ul> </li> <li>• Provision of Council services is efficient and prompt: <ul style="list-style-type: none"> <li>○ Room hire</li> </ul> </li> </ul>

	<p>banking and computer entry of all money is received</p> <ul style="list-style-type: none"> <li>• I will record relevant information clearly: <ul style="list-style-type: none"> <li>○ Hall bookings</li> <li>○ Planning appointments</li> <li>○ Customer Service Requests</li> <li>○ Deposits</li> </ul> </li> <li>• I will follow staff handbooks/SOP's and complete required daily, weekly, monthly and yearly tasks</li> <li>• I will keep the office area, photocopy room and kitchen in a tidy condition and ensure reception area is attractive</li> <li>• I will take care of any other duties not specified as and when required by the Community Services Manager</li> <li>• I will be part of the Civil Defence Emergency Management Team</li> </ul>	<ul style="list-style-type: none"> <li>○ Photocopying and binding services</li> <li>○ Rates support</li> </ul> <ul style="list-style-type: none"> <li>• BCA and Planning support for payment and applications</li> <li>• Dog registration support for payment and applications</li> <li>• Internal administration/HR support</li> <li>• All areas of the organisation are boosted and supported through a professional reception service</li> <li>• Training undertaken to become an active member of EOC Response team in an emergency</li> </ul>
Team work	<ul style="list-style-type: none"> <li>• KDC Customer Services works well as a team, but also with other Council departments, community groups and individuals</li> </ul>	<ul style="list-style-type: none"> <li>• Communication is open, honest and respectful</li> <li>• Members of the team make high quality decisions together</li> <li>• All teams understand the goals and are committed to them</li> </ul>
Laserfiche	<ul style="list-style-type: none"> <li>• I will ensure Council's property files and any other records are accurately scanned and filed</li> <li>• I will assist with any other tasks relating to electronic records management, as directed by the Community services Manager.</li> </ul>	<ul style="list-style-type: none"> <li>• Improved efficiency</li> <li>• Maintain records in accordance with The Public Records Act 2005</li> </ul>
Health & Safety	<ul style="list-style-type: none"> <li>• I will raise an issue or concern about health and safety and take part in resolving the issue</li> </ul>	<ul style="list-style-type: none"> <li>• Lines of communication and feedback remain open and effective</li> <li>• To be alert to the security and safety of people and property within the FOH area</li> </ul>

**Key Relationships:****Internal**

- Kaikōura District Council Staff
- Elected Members

**External**

- All residents and visitors

**Person Specification:**

Skills & Experience	Essential	Desirable
Good public relations and customer services skills	✓	
Excellent interpersonal skills required	✓	
Proven ability to operate effectively as part of a team	✓	
Effective communication skills with the ability to adapt to different behavioural and cultural needs	✓	
An ability to work unsupervised and provide self-motivation	✓	
Ability to cope positively with change	✓	
Ability to work under pressure	✓	
Cash handling experience is desirable		✓
Computer skills	✓	
Ability to take ad hoc minutes to a professional standard		✓

**Required Competencies:**

Decision making and multi-tasking	<ul style="list-style-type: none"> <li>• Takes responsibility for actions</li> <li>• Makes quick, clear decisions under pressure</li> <li>• Ability to multi-task and prioritise</li> </ul>
Working with people	<ul style="list-style-type: none"> <li>• Ensures that Tikanga Māori and the Treaty of Waitangi is given proper consideration in all activities</li> <li>• Shows respect for the views and contributions of other staff and wider community</li> <li>• Shows empathy</li> <li>• Listens, supports and cares for others</li> <li>• Consults others and shares information and expertise with them</li> <li>• Builds team spirit and reconciles conflict</li> <li>• Adapts to the team and fits in well</li> </ul>
Communicating and networking	<ul style="list-style-type: none"> <li>• Responds quickly to the needs of residents and to their reactions and feedback</li> <li>• Speaks fluently</li> <li>• Expresses opinions, information and key points of an argument clearly</li> <li>• Projects credibility, internally and externally</li> <li>• Easily establishes good relationships with customers and staff</li> <li>• Relates well to people at all levels</li> <li>• Builds wide and effective networks of contacts</li> <li>• Uses humour appropriately to bring warmth to relationships with others</li> </ul>
Professional expertise and development	<ul style="list-style-type: none"> <li>• Applies expertise</li> <li>• Uses technology to achieve work objectives</li> </ul>

	<ul style="list-style-type: none"> <li>• Develops job knowledge and expertise (theoretical and practical) through continual professional development</li> <li>• Demonstrates an understanding of different organisational departments and functions, works to improve them</li> </ul>
Delivering Results and Meeting Customer Expectations	<ul style="list-style-type: none"> <li>• Focuses on customer needs and satisfaction</li> <li>• Sets high standards for quality and quantity</li> <li>• Monitors and maintains quality and productivity</li> <li>• Works in a systematic, methodical and orderly way</li> </ul>
Learning and Researching	<ul style="list-style-type: none"> <li>• Rapidly learns new tasks and commits information to memory quickly</li> <li>• Demonstrates an understanding of newly presented information</li> <li>• Encourages an organisational learning approach (i.e. learns from successes and failures and seeks staff and customer feedback)</li> </ul>
Planning and Organising	<ul style="list-style-type: none"> <li>• Sets clearly defined objectives</li> <li>• Plans activities and projects well in advance and takes account of possible changing circumstances</li> <li>• Identifies and organises resources needed to accomplish tasks</li> <li>• Manages time effectively</li> <li>• Monitors performance against deadlines and milestones</li> <li>• Prioritises customer service, ability to multitask</li> </ul>
Adapting and Responding to Change	<ul style="list-style-type: none"> <li>• Adapts to changing circumstances</li> <li>• Accepts new ideas and change initiatives</li> <li>• Adapts interpersonal style to suit different people or situations</li> <li>• Shows an interest in new initiatives and improvements</li> </ul>
Adhering to Principles and Values	<ul style="list-style-type: none"> <li>• Upholds ethics and values</li> <li>• Demonstrates integrity</li> <li>• Promotes and defends equal opportunities, builds diverse teams</li> <li>• Encourages organisational and individual responsibility towards the community and the environment</li> </ul>

**How we work around here:**

- We work together
- We are approachable
- We do what we say we are going to do
- We do the right thing