

Westland District Council

JOB DESCRIPTION

Job title

Customer Services Consultant isite

Purpose

To provide frontline friendly, efficient and knowledgeable service in the isite. Cover a range of customer enquiries and transactions either in person, by phone or by correspondence. The scope of the role encompasses internal and external customers for the isite.

Specific duties and responsibilities

Working at the Hokitika isite

- Always Uphold the Westland District Council Vision
- Always demonstrate positive and professional conduct, together with a willingness to carry out additional responsibilities as requested
- Demonstrate a commitment to the development of self and others ensuring technical and relevant business skills are current
- Work cooperatively within a team, assisting colleagues to achieve team results
- Promote a positive work environment

Expected results

- Standards of behavior and Westland District Council policies and procedures are adhered to
- Additional duties are carried out as requested, when required
- Commitment to improving technical skills through proactively identifying training and development needs
- Participate in relevant learning opportunities
- New learning shared with peers and team as appropriate

Customer Service

- Actively promote and demonstrate good customer service
- Ensure customers are treated respectfully and professionally
- Answer all enquiries for information through the appropriate media in person, by telephone, by letter or email
- Make bookings and complete itineraries efficiently and accurately to a high level of customer satisfaction
- Maintain isite New Zealand standards and conduct business in accordance with guidelines and objectives
- The isite is maintained with full brochure stocks and is clean and welcoming to visitors
- Supporting the team by completing other duties as and when they arise

Expected results

- Enquiries are answered promptly, efficiently and accurately in a friendly manner.
- Customers are satisfied and provide positive feedback
- Accounts are accurately completed
- Correct legislative procedures are adhered to for all transactions
- Brochure stocks are checked daily
- All opening and closing procedures, including cleaning where appropriate, are followed

Key relationships

- Hokitika isite Manager
- Westland District Council Staff
- General Public
- isite New Zealand
- Development West Coast
- Tourism operators

Delegated Authority

N/A

Staff management

N/A

Reporting to

Hokitika isite Manager

Health & Safety

- Follow all safe work practices, procedures, guidelines and controls.
- Take all reasonably practicable steps to ensure their own safety at work and not cause harm or create hazards to other persons. Encourage others to do the same.
- Actively contribute to hazard identification and hazard management.
- Communicate health and safety issues or concerns directly to their manager or a health and safety representative.
- Report all accidents, injuries, incidents, pain or discomfort and near misses immediately or as soon as possible within 24 hours. This includes damage to property, vehicles and equipment.
- Actively participate in health and safety initiatives and participate in meetings and training.
- Take an active role in any personal treatment, rehabilitation plans or return to work programs if applicable.
- Wear Personal Protective Equipment (PPE) where required and be personally responsible for the use, care and storage of PPE
- Take responsibility for visitors and support visitors to comply with Council Health and Safety Policy and procedures at all times.
- May be required to be a Fire Warden or Deputy Fire Warden in the event of an emergency evacuation.

Civil Defence/Emergency Management

To meet the Council's statutory responsibilities for Civil Defence and Emergency Management (CDEM) you will be expected to participate in CDEM training initiatives and undertake activities, as directed as part of Council's emergency response.

Skills, experience & education

Qualifications and experience

- Demonstrated experience in a customer service environment.
- Experience managing conflicting work priorities.
- Experience in sales or marketing.

Skills, knowledge and attributes

- Excellent verbal and written communication skills
- Ability to ensure that work is completed to a high standard
- Ability to work cooperatively as part of a team demonstrating energy, vision and initiative
- Excellent customer service skills and a passion for helping people
- Ability to upsell
- A friendly disposition
- Reliability
- Proactive and solution orientated
- A high level of attention to detail
- Good computer literacy skills

General duties

- Be punctual and work the hours and times specified.
- Prioritise workload to ensure work of the greatest importance to the business is undertaken with urgency and to a high standard.
- Support and help develop a positive workplace culture.
- Demonstrate excellent interpersonal communication skills.
- Responsibly manage all business resources within accountability levels.
- Undertake all duties and responsibilities outlined in this job description and all other duties as required by the business.
- Comply with all employment obligations.
- Promptly undertake to complete all reasonable and lawful instructions and directions given.
- Serve the business in good faith, promoting and protecting the business's best interests.

- During work time, and such other times as may be reasonably required, dedicate all effort to the execution and fulfillment of the duties, responsibilities, obligations, and instructions related to employment.
- Demonstrate through own actions a commitment to Health and Safety at work when undertaking work or observing others in the workplace.