

Customer Service Officer

Reporting to: Team Leader Customer Services

Hours: Monday to Friday 8am – 5pm

Location: Hokitika

Date Reviewed: 30/05/2022

Position Purpose

Provide front line customer service by being the friendly, efficient and knowledgeable face of Council. Cover a wide range of customer enquiries and transactions either in person by phone or by correspondence.

Functional Relationships

INTERNAL RELATIONSHIPS	EXTERNAL RELATIONSHIPS
<ul style="list-style-type: none"> • Chief Executive • Executive Team • Mayor and Councillors • Westland District Council staff 	<ul style="list-style-type: none"> • Ratepayers, Residents and the General Public • Government Departments • Local Authorities • Local Government New Zealand

Limitations of Authority:

As defined in the Delegations Manual.

Financial: N/A

Staff: N/A

Key Tasks and Responsibilities:

1. To answer all enquiries for information through the appropriate media - in person, by telephone, by letter, or by email

Expected Results:

- a) Enquiries are answered promptly, efficiently and accurately in a friendly manner
- b) Complaints are processed in line with WDC Complaints policy
- c) Customer information is maintained/updated accurately in line with internal processes
- d) Customers are satisfied and provide positive feedback

2. Support and guide customers to use in-house online systems for their enquiries

Expected Results:

- a) Provide assistance to increase customer knowledge of self-help options where available for their enquiries
- b) Customers are satisfied and provide positive feedback

3. Call Centre operation

Expected Results:

- a) Calls are answered promptly, efficiently and in a professional manner.
- b) First contact resolution wherever possible.
- c) Escalation of technically demanding calls in accordance with internal guidelines.

4. Cash handling

- a) Receipting of payments will be undertaken with a high level of accuracy.
- b) All processes regarding cash management will be followed at all times.

5. Rates enquiries:

Expected Results:

- a) Provide support to the Rates Officer by handling basic enquiries from ratepayers about their rates.
- b) Process address and contact updates on the customer database.
- c) Provide rates request information to Solicitors daily.

6. Information Management

- a) Assist the information Management team with document scanning and record keeping.
- b) Assist the public with access to digital records via online search facilities.

7. Other Duties:

- a) Supporting the Council team by completing other duties as and when they arise.

HEALTH AND SAFETY:

- To adhere to all Council health and safety plans, policies and procedures including using protective equipment supplied.
- To identify existing or potential hazardous conditions and recommend appropriate corrective actions.
- To report all accidents and near miss events.
- To be familiar with emergency procedures.
- To ensure safe working conditions, develop safe working practices and wear protective clothing and equipment where necessary.
- To ensure visitors and contractors operate under the Council health and safety policy and procedures.

To meet the Council's statutory responsibilities for civil defence and emergency management you will be expected to participate in any civil defence and emergency management training initiatives and undertake activities, as directed as part of Council's emergency response.

Person Specification

Qualifications/Experience

- Advanced experience in customer service.
- An understanding of the Council environment, policies and processes.
- NCEA level 2 or equivalent.
- Advanced computer literacy.

Skills / Attributes

- Excellent verbal and written communication skills
- Ability to ensure that work is completed to a high standard and to meet deadlines
- Ability to work cooperatively as part of a team demonstrating energy, vision and initiative
- Excellent Customer Service skills
- Ability to manage time and prioritise and organise workload

This job description gives a general outline of the duties and is not intended to be an inflexible or finite list of duties. It may therefore be amended from time to time.

Employee's Signature

Date

Manager's Signature

Date