

# Westland District Council

## JOB DESCRIPTION

### Job title

Business Support Officer - District Assets May 2025

### Purpose

The purpose of the Business Support Officer is to support the District Assets Group and occasionally providing support to other business support officers or customer service.

### Specific duties and responsibilities

#### Key Tasks and Responsibilities

1. Servicing customer queries as the frontline officer for the wider District Assets Group.
2. Data entry and administration support for all water services, transport, waste and recycling management and community / building facilities.
3. Assist with Council's quarterly and annual report compilation and ensuring that these are completed in an accurate and timely manner.
4. General contract administration support, such as formatting of spreadsheets and data entry.
5. Purchase orders, invoicing and tracking payments are well managed, accurate and able to be reported on.
6. Provide administration support to the District Assets Group, the wider management group and other business support officers as required.
7. May be required to participate in field auditing of service providers & contractors.
8. Supporting the team by completing other duties as and when they arise including cover of other BSO provisions and cover for customer service centre.

#### Expected Results:

1. Actively promoting and demonstrating good customer service. Follow-up all matters to ensure the customer is aware of status of query/complaint.
2. Providing a prompt and efficient service within agreed timeframes ensuring information is accurate and easy to understand.
3. Minute taking for department and committee meetings.
4. Purchase orders, invoicing and tracking payments are well managed, accurate and able to be reported on.
5. Files are created, accurately populated and well managed.
6. Incoming correspondence is received, vetted and passed on to an appropriate person in the team
7. Perform quality checks on information received by third parties
8. Gather information and complete required data entry for District Asset 3 Waters team. Assist with compilation of monthly, quarterly and annual reporting requirements.

#### Training notes & group training schedules are to be kept up to date:

#### Expected Results:

1. Ensuring good note keeping in the case of absence, allowing for another business support officer to continue current tasks.
2. Administer group training requirements and certification obligations.

#### Health and Safety

- To adhere to all Council and safety plans, policies and procedures including using protective equipment supplied.
- To identify existing or potentially 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 implement the removal of hazards where practicable and provide training in this area.

- To investigate accidents and near miss events.
- To ensure staff are trained and kept up to date with any new work safe policy changes.

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 (CDEM) 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.

## **Skills, experience & education**

### Qualifications/Experience

- Prior experience in customer service or other administrative roles.
- An understanding of the Council environment, policies and processes is an advantage but not essential.
- NCEA level 2 or equivalent.
- Data entry experience. Web based information portal & systems knowledge
- Advanced computer literacy skills and an experienced user of Microsoft Office.

### 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 positive energy, vision and initiative
- Excellent customer service skills
- Ability to manage time and prioritise and organise workload.
- Able to work in a group of diverse colleagues focussed on a high level of service delivery both internally and to the wider Westland District community.

## **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.