

Role: Customer Service Consultant



Vision of Westland District Council:	<p style="text-align: center;">COUNCIL VISION</p> <p>Westland District Council will facilitate the development of communities within its district through delivery of sound infrastructure, policy and regulation.</p> <p>This will be achieved by:</p> <ul style="list-style-type: none">• Involving the community and stakeholders.• Delivering core services that meet community expectations and demonstrate value and quality.• Proudly promoting, protecting and leveraging our historic, environmental, cultural, and natural resource base to enhance lifestyle and opportunity for future generations.
Purpose of Position	<p>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.</p> <p>The scope of the role encompasses internal and external customers for Council, i-SITE and AA services.</p>
Department	Corporate Services
Reports To	Customer Service Manager
Staff Reports	n/a
Financial Delegation:	n/a

Organisational Context

Group Manager: Corporate Services



Customer Services Manager



Customer Services Consultant

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 General Public Government Departments and Agencies Contractors, Operators and Suppliers Iwi Representatives Regulatory Bodies Tourists and visitors to the district and town 	
KEY RESPONSIBILITIES		KEY OUTCOMES	
1. Working at Westland District Council			
a) Uphold the Westland District Council vision for Westland in all activities.		<ul style="list-style-type: none"> Council's expected standards of behaviour and Council policies are adhered to. 	
b) Demonstrate positive and professional conduct at all times, together with a willingness to carry out additional responsibilities as requested.		<ul style="list-style-type: none"> Additional duties are carried out as requested, when required. 	
c) Demonstrate a commitment to the development of self and others ensuring technical and relevant business skills are current.		<ul style="list-style-type: none"> Commitment to improving technical skills through proactively identifying training and development needs. 	
		<ul style="list-style-type: none"> Participation in relevant learning opportunities. 	
		<ul style="list-style-type: none"> New learning shared with peers and team as appropriate. 	
d) Take part in Civil Defence duties as and when required.		<ul style="list-style-type: none"> Civil Defence activities as required. 	
e) Code of Conduct		<ul style="list-style-type: none"> Council has a Code of Conduct and a staff policy manual. Staff are expected to comply with these. 	
2. Customer Service:			
a) To answer all enquiries for information through the appropriate media, be it in person, by telephone, by letter, fax and / or email.		<ul style="list-style-type: none"> Enquiries are answered promptly, efficiently, accurately and in a friendly manner. Customers are satisfied and provide positive feedback. 	
b) Co-ordinate appointments for Council staff using in-house systems		<ul style="list-style-type: none"> Provides certainty to customers and supports effective time management for Council colleagues. Welcome and direct visitors. 	
c) Call Centre operation		<ul style="list-style-type: none"> Calls are answered promptly, efficiently and in a professional manner. First contact resolution wherever possible. Escalation of technically demanding calls in accordance with internal guidelines. 	

d) Counter services	<ul style="list-style-type: none"> • Front line transactional, enquiry and booking services.
e) To maintain i-SITE New Zealand, AA and NZTA standards and conduct business in accordance with guidelines and objectives	<ul style="list-style-type: none"> • Correct legislative procedures are adhered to for all transactions. • Observance of AA confidentiality clauses and refund conditions.
f) Administrative and business support duties as agreed with the Customer Service Manager	<ul style="list-style-type: none"> • Duties are completed to the time and standard agreed with the relevant activity manager
3. Recording and Monitoring: a) Participate in developing and maintaining accurate service data for performance monitoring and management	<ul style="list-style-type: none"> • Service requests • FAQ database • Call and visitor volumes and flows
4. Personal Development: a) Ensure knowledge of all services, procedures and operations is current.	<ul style="list-style-type: none"> • Participate in team development initiatives as required • Undertake training as agreed in personal development plan.
5. Other Duties: a) Triennial elections and by-elections if required.	<ul style="list-style-type: none"> • Assist with triennial elections and by-elections if and when required
6. Occupational Health and Safety a) All practicable steps taken to ensure own safety, and to ensure that you do not cause harm to any other person by your actions.	<ul style="list-style-type: none"> • Observe all occupational safety and health policies, procedures and rules stated by Council which are pertinent to the duties carried out by the officer in this position and in all operational areas of the organisation. • Accurate reporting and recording of all workplace injuries and incidents.
b) Demonstrate a personal commitment to Health and Safety in accordance with WDC's Health and Safety Policy.	<ul style="list-style-type: none"> • Work-related accidents, incidents and illnesses are reported.

PERSON SPECIFICATION		
Qualifications/ Experience, Skills and Personal Attributes	Qualifications/Experience	
	Demonstrated experience in a customer service environment	E
	Attainment of relevant customer service qualifications	D
	Handling cash and other items of value	E
	Experienced in managing conflicting work priorities	E
	Experience in sales or marketing	D
	Certificate in New Zealand Tourism Level 3 or 4	D
	Skills	
	Effective communication by all media	E
	Excellent time management and organisational skills	E
	Ability to quickly establish rapport with customers from wide demographics.	E
	Intermediate computer literacy	E
	Ability to handle difficult customers	E
	Proven ability to adapt and deal effectively with changing priorities and requirements	E
	Ability to upsell a product	D
	Personal Attributes	
	Strong customer service focus and a passion for helping people	E
	Motivated, team player with a positive attitude	E
	Conscientious and able to work without supervision	E
	Ability to work under pressure and to deadlines	E
	Trustworthy, (this role involves handling cash and confidential information)	E
	Adaptable and fast learner	E
	Pro-active and looks for solutions and improvement opportunities	E
	Exercise discretion and complete confidentiality at all times	E
	Reliable and sensitive	E
	E = Essential D = Desirable	

Position Description amended:	
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Manager (signature)		Date:	
Chief Executive (signature)		Date:	
Position Holder (signature)		Date:	