

## Customer Service Consultant 0.5 FTE

**Reporting to: Planning Manager**

**Hours: Monday to Thursday 1.30pm – 4.30pm and Friday 8am – 5pm**

**Location: Hokitika**

**Date Reviewed: 31<sup>st</sup> August 2018**

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

### **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) Customers are satisfied and provide positive feedback

**2. Co-ordinate appointments for Council staff using in-house systems**

#### **Expected Results:**

- a) Provides certainty to customers and supports effective time management for Council colleagues.
- b) Welcome and direct visitors.

### **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. Other Duties**

#### **Expected Results:**

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

### **HEALTH AND SAFETY:**

- To adhere to all Council 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 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 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.

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**Employee's Signature**

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**Date**

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**Manager's Signature**

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**Date**