

Customer Service Consultant/Business Support Officer

Reporting to: Planning Manager

Location: Hokitika

Date Reviewed: 22nd January 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.

The scope of the role encompasses assisting internal and external customers for Council and providing Business Support to the Planning and Environmental Health / Regulatory teams, with occasional assistance for the wider Planning, Community & Environment Group.

Business Support duties will form up to 50% of the role with Customer Service Consultant duties forming at least 50% of the role.

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. **Customer Service**
 2. **Business Support for Planning**
 3. **Business Support for Environmental Health / Regulatory**
 4. **Support for Building Control**
- (Extensive list of duties and Key outcomes attached)**

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

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

KEY RESPONSIBILITIES	KEY OUTCOMES
<p>1. Working at Westland District Council</p> <p>a) Uphold the Westland District Council vision for Westland in all activities.</p> <p>b) Demonstrate positive and professional conduct at all times, together with a willingness to carry out additional responsibilities as requested.</p> <p>c) Demonstrate a commitment to the development of self and others ensuring technical and relevant business skills are current.</p> <p>d) Code of Conduct</p>	<ul style="list-style-type: none"> • Council's expected standards of behaviour and Council policies are adhered to. • Additional duties are carried out as requested, when required. • Commitment to improving technical skills through proactively identifying training and development needs. • Participation in relevant learning opportunities. • New learning shared with peers and team as appropriate. • Council has a Code of Conduct and a staff policy manual. Staff are expected to comply with these.
<p>2. Customer Service</p> <p>a) Actively promote and demonstrate good customer service.</p> <p>b) Provide a prompt and efficient service within agreed timeframes.</p> <p>c) Ensure customers are treated with respect and in a friendly and professional way.</p> <p>d) Ensure information is accurate and easy to understand (jargon-free).</p> <p>e) Follow-up all matters to ensure customer is aware of status of query/complaint.</p>	<p>Our customers feel ...</p> <ul style="list-style-type: none"> • They have received a prompt and accurate response to their contact with Council. • They have been treated with courtesy and respect. • We have given accurate answers and information in a timely manner. • Well informed about progress with, or decisions reached on, their contact with Council.
<p>3. Collaboration</p> <p>a) Demonstrate a spirit of cross-Council collaboration and shared purpose within the organisation</p>	<ul style="list-style-type: none"> • Demonstrate an awareness of how the role's work and behaviour affect the rest of the team and other parts of Council • Understand and appreciate that the rest of the team and other parts of the Council support and impact upon the role • Demonstrate awareness of how the role contributes to the Council as a whole.

<p>b) Provide communication and feedback to support manager(s)</p> <p>c) Contribute positively to regional collaboration and shared services in the resource management and regulatory area.</p>	<ul style="list-style-type: none"> • Participate and contribute to the organisation in a positive, proactive way, respecting the contributions of others • Demonstrate an attitude of “How can I help?” rather than “Not my problem” • Keep District Planner informed of workload and emerging technical and/or customer service issues, in order to assist in resourcing, prioritisation and other decision-making. • Participate in an engaged, open and forward-looking manner in team meetings and other meetings where matters relevant to the team are being discussed. • Council efforts to form a closer working relationship with neighbouring Councils and other Councils in the building control area, including a move towards shared policy including District Plans, shared monitoring or regulatory services, are supported by the willing participation of all team members.
<p>4. Administrative and Customer Service Duties: Planning and Environmental Health / Regulatory</p> <p>Provide administrative support, customer service and other business support functions for the planning and environmental health / regulatory teams. This includes but is not limited to the following general responsibilities and tasks:</p> <ul style="list-style-type: none"> • Issuing consents, letters, certificates and other documents as instructed by staff with delegated authority to do so • Entering and maintaining up-to-date information into online systems such as NCS, or any other key database • Handling external customer enquiries and forwarding those that require a response from planning and environmental health / regulatory staff or management 	<ul style="list-style-type: none"> • Statutory timeframes are met and accuracy is achieved. • All electronic databases are up-to-date and accurate. • Customer enquiries are dealt with efficiently and where necessary are forwarded to the appropriate staff.

- Liaise with relevant media (newspaper/website) to provide notification of resource consents and plan changes. Provide updates on the website.
- Manage provision of copies of the District Plan and the maintenance of the list of District Plan holders.
- Maintain and update list of bonds as directed by the Planning team. Liaise with Council staff to arrange checking and completion of this list.
- Undertake basic desktop monitoring of consents (e.g. seeing if building consents have been issued, thus giving effect to resource consents), as required by the Planning team.
- Update weekly consent summary for circulation to Elected Members and the Executive Team.
- Process, put together, monitor the progress of and issue Land Information Memoranda.
- Provide advice to applicants on the content of Land Information Memoranda.
- Provide basic planning advice as approved by the Planning Manager to members of the public
- Provide monthly reports containing resource consent, LIM and other planning statistics for the Planning Manager, Group Manager: Planning, Community and Environment and other agencies, and generate other reports as required.

Sale of Alcohol

- Receive, check documentation for, and process licence and certificate applications.
- Prepare correspondence, binding, filing and photocopying as required.
- Prepare any invoices relating to alcohol licences and certificates.
- Issue licences, certificates, and temporary authorities once approved.
- Send out reminder notices two months in advance for licences due for renewal.
- Update templates, consent forms and contact lists as required by the Environmental Health / Regulatory Officer. Liaise with Council database managers to make any required changes to the above.
- Ensure adequate copies of application forms and relevant information is kept available for provision to the public.
- Liaise with relevant media (newspaper/website) to provide notification of hearings. Provide updates on the website.
- Maintain a register of licensed premises and Manager's Certificates.
- Create and maintain liquor licensing files.
- Liaise with the District Licensing Committee

- Documentation is accurate, complete and readily retrievable.

(DLC), under the direction of the Environmental Health / Regulatory Officer and/or the Group Manager: Planning, Community and Environment to ensure that reports are signed off and hearings are arranged and held in a timely and appropriate manner.

- Create monthly report for Environmental Health / Regulatory Officer, Group Manager: Planning, Community and Environment and other agencies as required, including monthly and annual returns to ARLA.

Environmental Health, Hawkers / Mobile Shops / Itinerant Traders, Camping Grounds, Funeral Directors, Hairdressers, Offensive Trades, and Stock Control

- Receive, check documentation for, and process applications under the direction of the Environmental Health / Regulatory Officer.
- Prepare correspondence, binding, filing and photocopying as required.
- Complete all invoicing for the above licences.
- Send annual renewal forms and invoices.
- Issue Licences/Permits/Registrations once approved.
- Update templates, consent forms and contact lists as required by the Environmental Health / Regulatory Officer. Liaise with Council database managers to make any required changes to the above.
- Ensure adequate copies of application forms and relevant information is kept available for provision to the public.
- Liaise with relevant media (newspaper/website) to provide notification of hearings. Provide updates on the website.
- Maintain a register of overdue licences and follow up with letters.
- Create and maintain the necessary files.
- Record all actions taken electronically and manually as required.

Dog control and registration

- Prepare correspondence, binding, filing and photocopying as required.
- Update templates, consent forms and contact lists as required by the Environmental Health / Regulatory Officer. Liaise with Council database managers to make any required changes to the above.
- Ensure adequate copies of application forms and relevant information is kept available for provision to the public.
- Liaise with relevant media (newspaper/website) to provide notification of registration requirements or other dog control matters. Provide updates on the

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<p>website.</p> <ul style="list-style-type: none"> • Create and maintain the necessary files. • Maintain the register of dogs. • Record all actions taken with respect to dog control and dog registration electronically and manually as required, in consultation with the SPCA. • Manage and complete all requirements relating to infringement or other enforcement action for dog registration and dog control activities. • Complete all invoicing for the above matters. • Send annual renewal forms and invoices. <p><u>Specific</u> customer service-related tasks within the general responsibilities above include but are not limited to the following:</p> <ul style="list-style-type: none"> • Provide first port-of-call on behalf of Planning and Environmental Health / Regulatory teams for enquiries and visitors to the Customer Service Centre or directly received by the Planning or Environmental Health / Regulatory teams; this includes greeting all visitors and answering phone calls and e-mails courteously and efficiently. • Assist with customer enquiries concerning functions administered by the Planning or Environmental Health / Regulatory teams, and the status of applications, consents, certificates, etc. • Evaluate customer need before referring to other staff, and provide brief handover discussion to other staff if referral is required. • Assist with any photocopying or scanning needed by Planning or Environmental Health / Regulatory teams staff and customers. • Make appointments for Planning or Environmental Health / Regulatory teams staff on the Outlook calendar system • Maintain the central files of the Planning or Environmental Health / Regulatory teams as well as putting the appropriate information on Council's individual property and correspondence files. 	
<p>5. Administrative and Customer Service Duties: Building Control and Other</p> <p>Where the planning and environmental health / regulatory workload permits, upon instruction by the Planning Manager or the Group Manager: Planning, Community and Environment, contribute to the achievement of the goals and responsibilities of the</p>	<ul style="list-style-type: none"> • Workload across PC&E and to a lesser degree Council as a whole will be better managed through backup among Business Support Officers.

<p>wider Planning, Community and Environment Group and/or the Council as a whole by performing administrative tasks in support of other activities within the Group or Council.</p> <p>The top priority for support to the PC&E Group aside from the Planning and Environmental Health / Regulatory teams will be on building control matters, to assist the Business Support Officer: Building Control under the direction of the Building Control Manager.</p> <p>The general range of functions will be similar to those provided for the Planning and Environmental Health / Regulatory teams, e.g. documentation, correspondence, filing, reporting, customer enquiries, etc, but the details will vary. Instructions, guides or forms will be provided by the Business Support Officer or other Council staff member requesting or supervising the work.</p> <p>It is expected that the Business Support Officer: Planning, Community and Environment will frequently be required to assist the Business Support Officer: Building Control, and possibly vice-versa. Regular training of appropriate frequency and duration to allow for efficient support between the Business Support Officers will be provided. This will not provide complete interchangeability but will assist with backup requirements.</p>	<ul style="list-style-type: none"> • Backup to meet urgent and statutory timeframes in the planning and regulatory will be available where possible. • Backup resource will have the guidance and training necessary to provide support without having to be an expert in the subject matter.
<p>6. Occupational Health and Safety</p> <p>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.</p> <p>b) Demonstrate a personal commitment to Health and Safety in accordance with WDC's Health and Safety Policy.</p>	<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, incidents and illnesses are reported within 24 hours. • Any new hazards are reported to the relevant manager, and/or Health and Safety Committee. • Emergency procedures are followed. • Safe work practices are demonstrated. • Personal protective equipment issued is worn/used correctly.

<p>7. Other</p> <ul style="list-style-type: none"> a) To represent Westland District Council at meetings. b) Civil Defence duties with specific responsibility for Lifelines. c) Ensure any known risks to the organisation are identified and reported. 	<ul style="list-style-type: none"> • Representation at meetings is professional. • Civil Defence duties are carried out as requested, when required. • Risks are identified and appropriate remedial action is taken where necessary.