



## Position Description

**Position Title:** Customer Engagement Representative

**Tenure/Hours:** Permanent Part Time  
7 hours per day, Monday to Friday  
On-call for emergency operations

**Position Summary:** This role is central to delivering an outstanding customer experience across multiple service areas, including general enquiries, community and tourism services, and library resources. Through a combination of frontline customer service, library support, and community engagement, the position helps ensure inclusive access to information, technology, and services that support and enrich the community. The Customer Engagement Representative will proactively assist customers, manage enquiries, support events and programs, and contribute to continuous service improvements that benefit the whole community.



### DISTRICT VISION

Mā te whenua, mā te waiora tātou e ora ai hei hapori  
ngangahau hei hapori honohono hoki.

We thrive together.  
Vibrant, connected communities where our land and  
waters are nurtured and our people flourish.

## What you will do

- Provide exceptional customer service to internal and external customers.
- Answer calls and triage customer enquiries through appropriate channels.
- Maintain comprehensive knowledge of Council services and provide accurate advice.
- Lodge Council customer requests in the CRM system.
- Manage applications for bookable spaces, including issuing and receiving facility keys. Ensure efficient processing, accurate record-keeping, and timely communication with applicants.
- Process change of address requests and activate rates by email requests from ratepayers, create new NAR in authority, and handle the creation and modification of debtor accounts, ensuring accuracy and timely updates.
- Process payments and complete daily reconciliation and banking.
- Ensure documentation is updated and customer service processes maintained.
- Deliver front-desk and circulation desk services for the community.
- Assist customers with technology and provide reading advisory services.
- Carry out back-office library tasks, including item discharge and circulation.
- Prepare weekly accounts for payment and raise invoices as required.
- Maintain brochure, map stock and retail services, including online ordering and providing these to other Centres.
- Maintain the physical space and visitor resources such as brochure stands to ensure information is well presented, up to date and tidy.
- Answer all enquiries for visitor related information, either in person or by telephone, letter, or email.
- Support quality improvement initiatives and collaboration across teams.

- Provide support and cover as needed across all council functions operational needs to ensure smooth and efficient service delivery.

## What you will bring

### Required

This role requires the following knowledge, experience, qualifications, skills, and personal attributes.

- NZQA Level 3 or higher in a related field (preferred).
- Previous experience in a customer service, contact centre, or front-desk role.
- Strong communication and interpersonal skills.
- Digital literacy, including common software (Microsoft Office) and online resources.
- Previous experience handling cash, EFTPOS transactions, and financial reconciliation.
- Knowledge of library operations, including reading advisory services.
- Current full drivers' licence.

### Desired

In addition to the required fields, there is also a number of competencies where an expert level of knowledge/experience is desired.

- Familiarity with local government services and functions.
- A relevant qualification in customer service, business administration, or library studies is desirable but not essential.
- Proactive and adaptable to change.

## Our Values

### PONO

Integrity through transparency, trust and accountability

Integrity through standing up for what's right

Integrity through respect for our communities, environment and cultures



### WHANAUNGATANGA

One team who unites behind a shared vision

One team who is respectful and considerate to all

One team who encourages each other to succeed and excel



### WHANAKE

We will continue to evolve, adapting to our ever-changing environment

We will continue to evolve, steering our waka in the right direction

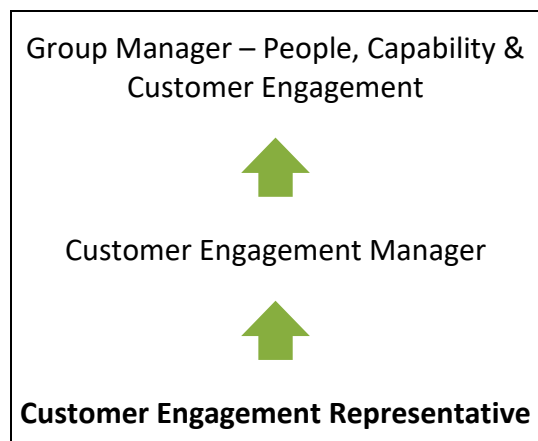
We will continue to evolve, leading our communities into a better future



## What we all do

- Adhere to Council policies and procedures
- Demonstrate a proactive commitment to a safe working environment to meet the requirements as set under the Health and Safety in Work Act 2015.
- Uphold council partnerships with Rangitāne o Tamaki Nui-ā-Rua and Ngāti Kahungunu ki Tāmaki-nui-a-Rua, giving effect to the settlement acts and our memoranda of partnership, while actively growing understanding of te ao Māori, te reo Māori and tikanga Māori
- Act as an ambassador for our Council, living the council values
- Attend training as required to maintain the necessary skills to fulfil the requirements of the position
- Undertake Performance Development tasks/responsibilities as identified in your Performance Development Plan.
- Participate in and undertake emergency management duties as required, including training
- Ensure all Council documents are filed in Council's Records Management System
- Participate and contribute to continuous improvement initiatives

## Your reporting lines



## Additional Information

### Delegations

Number of people reporting to the role	Nil
Financial delegation	Nil
Contract delegation	Nil
Statutory delegation	As per Council's statutory delegations register

### Role Acceptance

From time to time, it may be necessary to consider changes in the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. Such change may be initiated as necessary by the manager of the position. This Position Description will be reviewed as part of the preparation for performance planning and professional development for the annual cycle. A review in job size and possible impact on remuneration structure of the position will only be considered where the change of position is significant (guideline: significant would typically involve a 25% change in the complexity or accountability of the role.)

.....  
Approved: (Manager/Supervisor)

.....  
Date:

.....  
Agreed: (Staff Member)

.....  
Date: