



Position Description

Position Title: Customer Services Representative

Tenure/Hours: Permanent Fulltime
40 hours per week, Monday to Friday
On call for emergency operations

Position Summary: The Customer Service Representative plays a crucial role in delivering exceptional customer service to both internal and external stakeholders, ensuring a positive, welcoming experience. This position oversees the triaging and management of enquiries, operation of the Council's call centre, and accurate processing of requests. They maintain comprehensive knowledge of Council services, ensuring smooth interactions across departments and with the public. The role also supports continuous improvement initiatives, collaborates across teams to enhance processes, and is responsible for achieving service performance targets.



COUNCIL MISSION

In partnership with tangata whenua and our communities, we will innovate and collaborate to enable a range of opportunities for the Tararua District.

Mā te mahi tahi mātou o kaunihera ki ngā tangata whenua, ka auaha aheinga mō tātou katoa o te rohe o Tamaki-nui-a-Rua



DISTRICT VISION

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

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

What you will do

- Provide prompt, professional, and friendly service to all internal and external customers, ensuring a positive experience.
- Triage and manage inquiries on a first-response basis, either resolving issues or escalating them to the appropriate department.
- Oversee the day-to-day functioning of the Council's call centre, ensuring smooth and efficient handling of customer interactions.
- Accurately lodge faults and requests into the Customer Request Management (CRM) system, ensuring prompt and correct entry of all details.
- Provide clear, correct, and timely advice to customers regarding Council services, policies, and processes.
- Carry out tasks swiftly and accurately to avoid delays that may impact other departments.
- Manage bookings and invoicing for Council facilities, ensuring accuracy and timeliness.
- Receipt and record monies received, following Council's cash handling policies, and prepare and submit daily banking as required.
- Stay informed about all Council services, activities, projects, and district information, ensuring you can provide comprehensive information to customers.
- Ensure customer service processes and other relevant documentation are kept up-to-date and well-maintained.
- Support and participate in quality improvement initiatives aimed at enhancing service delivery across the Council.

- Work positively with your team and other departments to share information, contribute to collective goals, and maintain strong communication.
- Consistently meet or exceed operational service performance targets.
- Provide relevant reports and information to internal departments as needed.
- Assist in the training of new or existing staff as required, ensuring they are well-prepared to meet customer service standards.
- Actively contribute to working groups or committees as needed to support council-wide initiatives.
- Provide administrative assistance to other departments as required, contributing to the efficient functioning of the wider organisation.

What you will bring

Required

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

- Strong communication and interpersonal skills
- Excellent problem-solving abilities
- Ability to multitask and prioritise in a fast-paced environment
- High level of accuracy and attention to detail
- Proficiency in using CRM systems and other relevant software
- Knowledge of Council services and operations
- Ability to work collaboratively in a team environment

- Proven experience in handling challenging customer interactions with professionalism and patience.
- Ability to adapt and manage change effectively within a dynamic, fast-paced environment focused on continuous improvement.
- Demonstrates a proactive, solution-oriented mindset when addressing issues or challenges.
- Excellent organisational, administrative, and time management skills to manage tasks efficiently and meet deadlines.
- Experience in cash handling, with a strong focus on accuracy and adherence to policies.
- A valid New Zealand 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.

- Knowledge of the Tararua District
- Local authority experience or an understanding of local government context and environment
- An understanding of Te Tiriti O Waitangi principles

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.
- Take all practicable steps to ensure your own and other's health and safety in the workplace
- 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

Group Manager – People & Capability and Customer Experience



Interim Customer Experience Manager



Customer Services Representative

Additional Information

Delegations

Number of people reporting to the role	n/a
Financial delegation	n/a
Contract delegation	n/a
Statutory delegation	n/a

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.)

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Approved: (Manager)

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Date:

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Agreed: (Staff Member)

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Date: