



## Position Description

**Position Title:** Customer Engagement Coordinator

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

**Position Summary:** This role works as the operational organiser of frontline services, ensuring site-level delivery, task coordination, and daily service continuity across libraries, customer services, and i-SITE functions. This role supports transitioning to an integrated workforce model across Customer Services, Libraries, and Information Services, ensuring staff are well-trained, engaged, and skilled. This role enhances service delivery and operational effectiveness by improving work processes, fostering collaboration, and championing best practice approaches. Working closely with the Customer Engagement Manager and teams, the role helps streamline operations and ensure the physical work environment and systems are fit for purpose. It also leads to the effective management of operational changes to support seamless service delivery across multiple sites.



### DISTRICT VISION

Mā te whenua, mā te waioara 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

- Coordinate and manage day to day operations including health and safety, rostering, equipment and service areas.
- Work in close coordination with the District Librarian to ensure that daily operational decisions within library sites support agreed service standards and customer expectations.
- Cover front-line functions as needed, maintaining excellent customer service standards.
- Serve as a connector for the satellite sites, by fostering integration, promoting inclusion and collaboration.
- Assist with maintaining of isite standards to meet the criteria of isite New Zealand.
- Lead, coach and support Customer Engagement Representatives and volunteers to deliver exceptional customer service and ensure training plans are current / programmed.
- Maintain training records and report on capability, competency and progress to the Customer Engagement Manager.
- Manage marketing & promotion including relevant social and communication platforms as well as newsletters.
- Lead the development and review of Promapping processes to enhance operational workflows.
- Champion the Customer Request Management (CRM) system, ensuring all internal and external customer requests or complaints are logged and managed effectively and that CRM categories and workflows align with operational requirements.
- Ensure proactive, clear and effective communication of key information to internal and external stakeholders.
- Oversee Council's after-hours service and incoming phone lines to ensure seamless service.
- Monitor and maintain accurate records and statistics for reporting.

- Contribute to the collation of Service Performance Measures and conduct community surveys to assess and improve service delivery.
- Perform regular audits and ensure accurate management of floats and cash handling procedures, maintaining compliance with financial protocols.
- Support financial systems including invoicing, credit notes and understanding budget expenses.
- Support the integration of Māori perspectives and values into operations to improve service outcomes.
- Stay informed about services and operations to provide effective oversight and support to the team.

## What you will bring

### Required

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

- Minimum 2 years' experience in a customer-focused role.
- Experience in scheduling staff across multiple sites to ensure service continuity.
- Proactive and solutions-focused with a continuous improvement mindset
- Strong coordination and organisation skills.
- Excellent communication skills, both verbal and written.
- Experience in leading staff development and training.
- Proficient in using and maintaining CRM systems.

### Desired

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

- Certificate or Diploma in Business or related field.
- Experience incorporating Te Ao Māori into service delivery.
- Experience in Local Government.

## 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 the principles of Te Tiriti o Waitangi, commit to our partnerships with mana whenua and increase our knowledge 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

Customer Engagement Manager



**Customer Engagement Coordinator**

## Additional Information

### Delegations

Number of people reporting to the role	Direct oversight of casual employees
Financial delegation	\$2,000
Contract delegation	Nil
Statutory delegation	Nil

### 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 of job size and possible impact on the 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/Supervisor)

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Date:

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Agreed: (Staff Member)

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Date: