



Position Description

Position Title: Customer Engagement Representative

Tenure/Hours: Permanent Full Time
37.5 hours per week, Monday to Friday
On call for emergency operations

Position Summary: This role ensures that all customer, whether seeking general information, community services, or library resources, receive a responsive, knowledgeable, and high-quality service. By combining frontline customer service, library support, and community engagement, this role enhances accessibility to information, technology, and resources across all service areas. 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

- Deliver exceptional customer service to all internal and external customers through:
 - attending to all front of house reception, information and library circulation desk services;
 - answering calls and triaging Council enquiries through the appropriate channels;
 - responding to all enquiries, however received, appropriately resolving and/or escalating.
- Take a proactive and engaged approach to learning, building skills, knowledge, and experience on the job and through more formal learning opportunities.
- Provide relevant support to all council functions and operational needs to ensure smooth and efficient service delivery.
- Maintain welcoming and efficient physical spaces (including information / brochure stands) ensuring everything is up to date, well-presented and tidy.
- Undertake timely and accurate data entry and follow-ups within the appropriate systems, including the Council's Customer Relationship Management (CRM) system and library and site-specific systems as required.
- De-escalate situations appropriately while ensuring processes are followed including notifying other appropriate personnel (eg Manager).
- Ensure all processes are followed, maintained and updated as required and contribute proactively to updating processes and operating procedures.
- Provide cover as agreed and ensure proactive support is available to other team members in a way that helps build a united and positive team culture.
- Support quality improvement initiatives and collaboration across the team and with specialist team roles.
- Process payments, follow up on accounts matters and complete daily reconciliation and banking, including but not limited to:
 - Preparing weekly accounts for payment.
 - Manage site-specific petty cash processes.

- Ensure efficient and accurate processing and administration of invoicing and associated communications.
- Undertake database entry of office banking; money to be counted and recorded.

- Check stationery stocks and other office supplies and ensure these are maintained.
- Undertake other assigned tasks as appropriate to the role, including but not limited to the tasks on the schedule.

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.
- Knowledge of library operations, including reading advisory services.
- Previous experience handling cash, EFTPOS transactions, and financial reconciliation.
- Strong communication and interpersonal skills.
- Digital literacy, including common software (Microsoft Office) and online resources.
- Current drivers' licence

Desired

In addition to the required fields, there are 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 the principles of Te Tiriti o Waitangi, commit to our partnerships with Iwi partners 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

Group Manager – People, Capability & Customer Engagement



Customer Engagement Manager



Customer Engagement Representative

Additional Information

Delegations

Number of people reporting to the role	Nil
Financial delegation	Nil
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 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/Supervisor)

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Date:

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Agreed: (Staff Member)

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Date: