



Mahi Tahī

We are one team, stronger together as we work with and for our community to deliver outcomes that matter.

#arohatōmahī

We love our work and know that our work matters. That is why we do what we say we will do and apply energy and enthusiasm across our mahi.

Manaakitanga

We put our people first by showing them that they matter, through a focus on whānau's needs and aspirations.

Tiakitanga

We proudly and professionally contribute every day to the care of our community and whenua with courage, positivity and mana – leaving a legacy which future generations will embrace.

Details

| | |
|-----------------------|-----------------------------------|
| JOB TITLE | Customer Service Officer |
| REPORTS TO | Customer Service Team Lead |
| GROUP | Community Experience and Services |
| DIRECT REPORTS | Nil |
| FINANCIAL DELEGATIONS | Nil |
| WARRANTS REQUIRED | N/A |
| GRADE | 10 |

*He rau ringa e pakari ai ngā taura whiri i ō tātou kāinga noho me ō tātou hapori – mai i te pae maunga o Tararua ki te moana
With many hands the threads which weave our neighbourhoods and communities together will be strengthened from the Tararua Ranges to the sea.*

Purpose

As a Customer Service Officer, you will play a crucial role in delivering exceptional service by addressing customer inquiries, resolving issues, and ensuring a positive experience. Acting as the first point of contact, you will handle a diverse range of inquiries and collaborate with various departments to ensure efficient and effective service delivery.

Your responsibilities include fostering a positive customer experience, promoting engagement and participation, and building trust, confidence, and pride in the Council within the community. You will serve as the primary liaison between customers and the services provided at Cultural and Community Centres, addressing both general and specialized inquiries across the full spectrum of activities offered.

These centres include Te Takeretanga o Kura-hau-pō, Te Awahou Nieuwe Stroom, and Shannon Library.



Skills, Knowledge and Experience

| | |
|-------------------|---|
| EXPERIENCE | Proven experience in a customer service role, preferably with a community and cultural setting. Customer or business administration would be advantageous. |
| KNOWLEDGE | Excellent working knowledge of the Local Government Act and Government procedures, protocol and Policies. |
| SKILLS | Demonstrate sound organisation skills and a high level of time management to ensure tasks are completed on time. High level of attention to detail. Ability to work in a fast-paced environment and handle multiple tasks simultaneously. |
| ACHIEVEMENT | Demonstrates a strong focus on high performance standards and personal achievement. Goes above and beyond to exceed expectations. Displays initiative and is personally driven by successfully completing tasks. |
| RELATIONSHIPS | Ability to build strong working relationships and become a trusted support person and colleague. |
| INTEGRITY | High level of professionalism and confidentiality. Ability to appropriately manage sensitive information Builds trust through actions |
| COMMUNICATION | Communicates in a clear, confident and articulate manner. Is able to adapt communication style to meet the needs of the audience. Is effective at influencing others. Is able to communicate in a way that builds trust and positive relationships. |
| IMPLEMENTATION | Is reliable, detail-focused and meticulous within a fast paced environment. Follows through on plans to ensure they are carried out accordingly. |
| STRATEGIC AGILITY | Takes a big-picture, long-term view when planning and anticipating potential impacts on the business. Weighs up options and implications, identifies and manages risks. |
| SELF-INSIGHT | Is aware of own strengths and weaknesses and actively seeks out opportunities for new learning and growth. |
| RESILIENCE | Remains calm, composed, and optimistic in stressful or high pressure situations. |
| TEAMWORK | Supports and collaborates with team members to achieve targets and strives to get the best out of others. Is resourceful with a can-do attitude. |
| GROWTH MINDSET | Has a desire to learn more and is able to learn new information and skills quickly. Is able to apply learnt information to new problems. Quick to pick up technical concepts and jargon. |



Key Responsibility and Expected Outcomes



**'You'
Matter**

Health, Safety & Wellbeing

Promote a strong health and safety culture by proactively modelling our values and hold self and others to account to Consistently follow all health and safety policies and legislative requirements.

Leadership and Influence

Live our Values and focus on the Moments that Matter. Supporting your colleagues and empowering and inspiring growth and development across the organisation.

Change Leadership

Be an advocate for and a driver of change. Be a Future builder, help others across the organisation navigate the future.



**Partnerships
Matter**

Te Tiriti o Waitangi

Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate these into your work ensuring HDC projects are delivered in a culturally sensitive way.

Community and Customer Focus

Champion community engagement having a strong focus on meeting quality standards for services and evaluation of customer outcomes and satisfaction.

Identify and engage with communities and community groups to encourage involvement in the development of community initiatives and programmes.

Relationship Management

Build networks and develop meaningful relationships with stakeholders both internally and outside Council.



**Performance
Matters**

Personal Development

Live the values of council and take responsibility for your own self development in order to enhance skills and knowledge applicable to current and future roles.

Risk Management

Effectively identify and manage risks, take actions to resolve and/or escalate issues to contribute to the maintenance of the risk management framework.

Continuous Improvement

Identify continuous improvement practices to support the implementation and delivery of council's outcomes.

Council Contribution

Actively and positively participate as a member of the Organisation Performance Group and perform all reasonable duties as needed.

Be a positive culture contributor.

Participate in Emergency Management activities.



**Work
Matters**

Customer satisfaction, processes and procedures

Ensure customer service is at the forefront of all decisions and all services are delivered in an effective and customer focused way while maintaining working relationships.

Ensure all available services are effectively promoted and the wide range of resources and services available at the Centre are offered.

Proactively assist customers in developing the skills and confidence to independently use our facilities.

Establish and maintain positive relationships with customers. Processes, policies, and procedures are followed accurately and consistently.

Issues and complaints are managed proactively and resolved quickly and effectively.

Customers experience welcoming staff, professional service, and an inviting atmosphere.

Ensure that all processes, policies, and procedures are followed accurately and consistently.

Proactively manage and resolve issues and complaints swiftly and effectively.

Maintain the confidentiality of information in accordance with the Privacy Act.

Customer support and Community team

Provide support in delivering customer services across the community hubs, including Library services, AA services, and Visitor Information for customers.

Assist with the setup, delivery, and pack down of events, functions, and exhibitions.

Develop a thorough understanding of resources and information, including digital resources, to provide informed assistance to customers.

Contribute to the smooth running and effectiveness of all work teams by sharing key tasks, participating in meetings, covering for other staff during busy times and demonstrating a commitment to collaboration and organisational objectives and values.

A clear understanding of Cultural and Community Centre services are displayed and the ability to work well with a wide range of people and cultures.

Customer Centric

Maintain a customer centric focus, ensure services are delivered in an effective and customer focussed way, and that effective working relationships are maintained with key stakeholders.



Alignment with our community outcomes



We uphold Te Tiriti o Waitangi and its principles and recognise the role of Mana Whenua as kaitiaki of their rohe. We support them to maintain and enhance tikanga with their ancestral lands and waterways, wāhi tapu and other taonga, and build mutually respectful partnerships with tangata whenua, supporting whanau, marae, hapū and iwi in achieving their aspirations.



We contribute to improving our natural environment for current and future generations to enjoy, and protect the important natural features in our district.

We ensure our built environment supports the wellbeing of our people and manage competing pressures on resources sustainably.



We provide efficient, reliable and affordable infrastructure, developing and maintaining facilities and infrastructure to meet the needs of current and future generations. Our community facilities and infrastructure are resilient, helping us to respond to climate change and natural hazards, working with partners to develop infrastructure that enables growth.



We are business friendly, supporting diversity and resilience in our local economy and work with others to make our economy grow. We aspire for economic security for all of our people and seize growth opportunities for our district.



We value the diversity of our people, and how our district's heritage shapes our community's sense of identity and pride.

We provide infrastructure, services, facilities and places to build resilient and connected communities where people of all ages and backgrounds feel included and safe. We are building collaborative relationships with service providers to enable all people to live positive and healthy lifestyles, encouraging our people to participate in local decision making.

