

Position Description

POSITION : Customer Services Officer
REPORTS TO : Customer Services Manager
LOCATION : Alexandra

Primary Objective

As the first point of contact for customers to the Central Otago District Council your roll is to provide an efficient, friendly and professional service to the ratepayers and public of the Central Otago district and to assist in the effective running of the Alexandra Service Centre.

Our Values

Our values embody the culture of the Central Otago District Council, how we behave and how decisions are made. They are built by staff, for staff, ensuring that all employees are on the same page so we can achieve and deliver our vision.

 **Be**
Respectful
 **Work**
together
 **Be**
courageous



**Me manaaki tētahi ki tētahi, me
pakihiwitahi te tū – kia haere tahi ai tātou**

Respect each other, stand shoulder to shoulder – so that we may travel on this journey together

Principle Duties and Responsibilities

1. Maintaining a positive, empathetic, and professional attitude towards customers
2. A commitment to continued training and professional development.
3. Communicating with customers through phone, email and face to face interactions.
4. Responding promptly to customer inquiries, entering Service Requests and assisting customers through website and online form processes.
5. Cash handling and daily banking
6. Acknowledging and escalating customer complaints to appropriate internal teams
7. Administrative support for the wider organisation including but not limited to; debtor invoicing, purchase orders, mail and courier management, photocopying, printing and stationery ordering

8. Collecting and analysing customer feedback
9. Maintaining and re-stocking the staffroom facilities
10. Ordering and facilitating catering for internal and Council meetings
11. Facility bookings and key management
12. Managing database records and drafting status reports on customer service issues

Key Result Areas

Key result areas have been identified to assist in formulating performance objectives. The duties of the position are being carried out to a satisfactory standard when:

1. Receive all customers with a warm welcome and efficiently and empathically assist them to solve their queries or issues.
2. Assist customers with any rating, debtor or general enquiries received by phone, email or face to face. Receive and change postal addresses on receipt. Plus, assist ratepayers with rates rebates to ensure their applications are complete for processing.
3. Establish new debtors and invoice for services provided as appropriate.
4. Liaise with internal and external customers to ensure applications for council services are dealt with promptly and accurately.
5. The service request system is operated and managed in accordance with Council policy.
6. Photocopying and binding to be undertaken promptly on behalf of Council, Committees and staff.
7. Organise, arrange and clean the staff room workspace. Order and maintain all necessary supplies as required.
8. Assist with arranging catering for meetings and set up meeting rooms in advance of meetings. Attend to orders and payment in accordance with instructions.

Delegations

Makes decisions within the authority delegated by the Group Manager – Community Experience and Customer Services Manager.

Position Requirements

Experience/Knowledge

- Customer Services
- Office administrative skills
- Experience in Local Government an advantage

Specific Skills

- De-escalation of customers in heightened states of emotion
- Build and maintain effective and productive working relationships with colleagues and customers
- Effective self-management skills, including responsiveness to instructions and the ability to work collectively as a member of a small team
- Highly effective oral and written communication skills
- Problem solving skills
- Adaptability

Personal Qualities

- Positive attitude
- Empathic
- Honesty and integrity
- Sense of humour
- Self-motivated
- Friendly and pleasant
- Well-presented professional image
- Able to work with a minimum of supervision
- Initiative to contribute solutions
- Must be adaptable and able to cope with a variety of situations
- Patient and supportive
- Ability to promote the desired image of the Central Otago District Council through good public relations

Relationships

External

Public/ Ratepayers
Contractors/ Builders
After Hours Answer Service
Engineers
Amourguard

Internal

Chief Executive Officer
Group Manager – Community Experience
Customer Services Manager
All Staff
Elected Members