

Customer Services Officer



Mackenzie
DISTRICT COUNCIL

Position Description

Position Description

Position:	Customer Services Officer
Incumbent:	TBC (insert name once appointed)
Reports to:	Customer Services Manager
Location:	Fairlie
Department	People, Customer and Cultural Services
Business Unit:	Customer Services
Role Family:	Administration / Customer Services / Support roles

Customer Relationships:	Who:
➤ External	➤ Ratepayers and residents of the communities ➤ Visitors to the Mackenzie District ➤ Partner Agencies and other key stakeholders ➤ Suppliers, Council contractors and their employees and consultants ➤ Government agencies and other local authorities ➤ Iwi / Papatipu Rūnanga / Mana Whenua
➤ Internal	➤ Customer Service Team members ➤ Executive and Senior Leadership Team members ➤ Elected Members and Community Board members ➤ All other Mackenzie District Council employees

Position Contribution:

The Customer Services Officer is primarily responsible for providing a friendly, efficient, and professional customer service to ratepayers, visitors, members of the general public and all Council team members whilst being an active and vibrant member of the Customer Services Team.

The Mackenzie District Council is committed to the Principles of Te Tiriti o Waitangi (The Treaty of Waitangi) and our work serving the residents of the Mackenzie District will reflect this.

From time to time the role will also assist with general and specific assistance and support to the wider Mackenzie District Council as needed.

The Mackenzie District Council is focused on the delivery of best practise and innovation, collaboration and embracing kaitiaki principles in all that it does.

Scope:	Dimensions:
Delegated levels of authority	Nil
Span of Control	Nil

Expected Outcomes:	Primary Areas of Responsibilities / Measures:
Customer Service and Administration	• To fully participate in the shared delivery of customer service functions including, but not limited to, LIM compilation, cemetery burials, property file requests, rating enquiries, dog registrations, customer requests and facility bookings. • Provide information to ratepayers and members of the public in an empathetic and professional manner. • Ensure all customer interactions and information enquiries are recorded accurately and all appropriate steps taken to assist and keep our customers informed. • Whenever possible resolve requests and complaints effectively and speedily and understand when to escalate to the appropriate Council staff member as required. • Exercise the upmost discretion in relation to personal or sensitive information and in accordance with the Council's operative Local Governance Statement, legislation and bylaws. • Collect and record data into appropriate record systems. • Handle cash, ensuring accuracy in receipting and balancing. • Accurate receipt of account payments. • Undertake general administrative duties in accordance with the Council's operational Customer Services Charter and Service Excellence documents. This may include helping other business units from time to time.

	• Prioritise your tasks and take personal responsibility and accountability for them, as well as your own personal development. • Develop knowledge and skills by completing relevant training to improve performance within the customer service role. • Collaborate and establish mutually beneficial relationships with colleagues. • Comply with all Council policies and procedures.
Support for other teams	• Work as a member of the team that provides high-quality administrative outcomes across all departments, including all business units within the Operations and the Corporate Services departments. • Provide support for other Administrative Officers from different business units when workload or leave cover is required. • Provide support and cover for Customer Services as and when required and ensure high-quality services are provided to customers, ratepayers and clients of the Mackenzie District Council.
Health and Safety	• Ensure that all activities undertaken are in accordance with the Mackenzie District Council Health and Safety Management System and related procedures. • Ensure compliance with responsibilities under the Health and Safety at Work Act (2015), and any amendments. • Ensure compliance with requirements of the Motor Vehicle Policy • Actively participate in the hazard identification and risk management process and report all accidents, incidents and near misses in a timely manner. • Raise any health and safety related issues or areas of concern with manager or Health, Safety and Wellbeing representative as soon as possible. • Engage in any Health, Safety and Wellbeing related training and complete all applicable course work. • Ensure their own safety while at work. • Ensure that no action or inaction of employees or volunteers while at work, causes harm to any other person(s). • Ensure all personal protective clothing (and equipment) is correctly used and/or worn (as specified in procedures or instructions). • Ensure that they assist with hazard/risk identification and control of risks as necessary and that they report all unsafe conditions without delay. • Ensure health and safety policies, procedures and processes are understood and complied with at all times.

	• Ensure all accidents, incidents and near misses are reported accurately and promptly to the relevant Business Unit Manager/Supervisor and Health and Safety Officer and online through MacSafe (within 24 hours of occurrence). • Know how and where to obtain first aid and medical assistance. • Ensure work areas are kept tidy to minimise the likelihood of injury to self and others. • Ensure health and safety issues of concern are communicated to the Manager. • Report/record all training and course attendances with the Health and Safety Officer
Mackenzie District Council Policies, Procedures, Processes and Guidelines	• Understand, be familiar with and comply with all Council policies and procedures.
Self-Development / Ongoing / Professional Learning and Development	• Continue to develop your administration and customer service skills, knowledge and experience. • To build and maintain professional knowledge of administration and customer services.
Emergency Operations Centre	• To be actively involved in Civil Defence Emergency Management when required. • To assist or fulfill a role within the Emergency Operations Centre when required.
Confidentiality and Record Keeping	• Ensure that all records are saved. • Ensure that any confidential information that may be acquired, either directly or indirectly, is tagged and classified correctly, and is to be treated appropriately.

The key responsibilities described in this document should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope or functions of this position. Key responsibilities may be amended from time to time following consultation. The position holder may also be required to perform duties outside of their normal responsibilities as and when required.

Qualifications, Technical Skills, Knowledge and Ability:

- 2+ years' experience working in a front facing customer service role.
- 2+ years of demonstrated administration experience.
- Operational knowledge of the Microsoft suite of software (Word, Excel, PowerPoint and Outlook).
- Previous and proven cash handling experience.
- Experience using databases and electronic document management systems is advantageous.
- Familiarisation / knowledge of working with Local Government authorities.
- Concise written and verbal communication skills
- Ability to work well within a team and autonomously, as well as the ability to work well under pressure.

Our Values and why they're important to us:

	<i>Integrity</i> Integrity is essential in local government because it is the cornerstone to build and maintain trust and confidence in public organisations, safeguard the public interest and promote high standards of behaviour.
	<i>Community Focused</i> We believe in being community-focused as this is essential for ensuring that the needs and desires of the community are heard and addressed, building trust and collaboration between the community and local government, promoting economic development, and improving the quality of life for all citizens. We do this by providing better service delivery for higher community satisfaction, and increasing trust in government.
	<i>Collaborative</i> Collaboration is important to us at the Mackenzie District Council as it leads to increased productivity, better problem-solving, and improved employee satisfaction. We work with key stakeholders to build trust and develop relationships that lead us to solutions that will leverage the strengths of our Treaty partners and stakeholders.
	<i>Responsive</i> Agility is important to us because it will enable our communities to adapt to changing circumstances and respond quickly to new opportunities. • Faster response times: Ability to respond more quickly to changes in the market, customer needs, and technology. This allows us to stay ahead of the competition and take advantage of new opportunities. • Improved innovation: Agility fosters a culture of learning and systems thinking. • Better customer satisfaction: Delivery of products and services that meet or exceed customer expectations, and higher levels of satisfaction. • Increased efficiency: Optimise processes and resources, reducing waste and increasing efficiency. • Greater resilience: Better equipped to handle unexpected challenges and disruptions, such as natural disasters, cyberattacks, or economic downturns.
	<i>Forward Looking</i> Be forward looking taking a long-term view allows us to anticipate future needs, manage resources effectively, and promote sustainable development for future generations. It also helps to address complex challenges such as climate change, growth. Ensure that we consider the long-term consequences and impacts of threats and opportunities, integrated proactive solutions can be developed.



Job Family specific Behaviours:

Achieving Results	Sets challenging goals for one self that assist with professional and personal development and growth, understands performance expectations, effectively manages own time and resources to ensure tasks and responsibilities are completed within timeframes, efficiently, safely and to a high standard. <u>Core Behaviours:</u> • Sets performance standards and goals. • Prioritises • Ensures high-quality output. • Leverages resources • Celebrates successes and achievements • Communicates effectively.
Customer Focus	Understands the customers of MDC and effectively meets their needs, builds productive customer relationships and takes responsibility for customer satisfaction. <u>Core Behaviours:</u> • Establishes effective relationships. • Clarifies the situation. • Takes action. • Ensure customer satisfaction (win / win = public value) • Meets the needs of MDC
Commercial Decision Making	Demonstrates a strong understanding of MDC's strategic goals / vision / values, business strategies, operations and functions; draws from experience and utilises industry information; recognises when further investigation is needed before decisions are made. <u>Core Behaviours:</u> • Applies commercial understanding to maximise results and MDC reputation. • Understands all aspects and functions of MDC. • Understands Local Government • Makes decisions strategically ensuring the impact is considered. • Identify opportunities for the growth of MDC / District and it's communities
Knowledge and Information sharing	Actively shares and contributes own knowledge, skills and expertise to develop the knowledge, skills and expertise of others. <u>Core Behaviours:</u> • Identifies opportunities to share knowledge with others. • Ensures understanding. • Offers feedback. • Encourages application of information and knowledge shared
Ongoing Learning and Development	Actively identifies new areas for learning needs to stay up to date and leading edge in area of expertise; regularly creates and takes advantage of learning opportunities; uses newly gained knowledge and skills on the job and learning through their application.

	<u>Core Behaviours:</u> • Targets learning and development needs. • Seeks learning and / or development activities. • Maximises learning. • Applies knowledge, skills or expertise. • Openness to change and challenge
Teamwork	Identifies opportunities and takes action to build operational and strategic relationships between own area and other areas, teams, business units, or organisations to help achieve both business goals and Council goals. <u>Core Behaviours:</u> • Identifies collaborative opportunities. • Establishes relationships. • Formulates action plans. • Considers the impact of ones actions. • Monitors relationships and progress
Effective and Successful Communication	Recognises one's role in MDC's communication; clearly and succinctly conveys information and ideas to individuals and Council, communicates in a focused, appropriate and effective manner. <u>Core Behaviours:</u> • Takes initiative to share information. • Communicates appropriately. • Listens to and comprehends communication from others. • Delivers clear messages. • Communicates in an open, honest and professional manner. • Ensures understanding. • Follows up

I have read and understood the above position description and accept all the above responsibilities incorporated herein.

Position holder signature

Date

Line Manager Name

Line Manager Signature

Date