

Customer Services Officer



Mackenzie
DISTRICT COUNCIL

Position Description

Position Description

Position:	Customer Services Officer
Incumbent:	TBC (insert name once appointed)
Reports to:	Manager Customer Services
Location:	Twizel with flexibility to be able to support the Fairlie based team as agreed from time to time
Department	People, Customer and Cultural Relationships
Business Unit:	Customer Services
Role Family:	Administration / Customer Services / Support roles

Customer Relationships:	Who:
➤ External	<ul style="list-style-type: none"> ➤ Ratepayers, Community members and General Public ➤ Visitors to Mackenzie District ➤ Suppliers, Contractors, and Consultants ➤ Partner Agencies and Key Stakeholders ➤ Government Agencies and other Local Authorities ➤ Auditors ➤ Iwi / Papatipu Rūnanga / Mana Whenua
➤ Internal	<ul style="list-style-type: none"> ➤ All Customer Services 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 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 Customer Service administration	<ul style="list-style-type: none">• Fully participate in the shared delivery of customer service functions including LIMs, cemetery burials, rating enquiries, dog registrations, customer request management 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 employee 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 systems sand databases.• Handle cash in accordance with the Council's Cash Handling policy, ensuring accuracy in receipting and balancing.• 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.• Deliver services to customers of NZ Post in accordance with the terms of the Agreement between Council and NZ Post.

	<ul style="list-style-type: none"> • Prioritise tasks and take personal responsibility and accountability for them, including 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 business units within Council	<ul style="list-style-type: none"> • Work as a member of the team that provides high quality administrative outcomes across all departments and their subsequent business units within the Mackenzie District Council. • Provide cover for other Administrative Supportive Officers from different business units when workload or leave cover is required. • Provide support and cover for the Customer Services Team as and when required and ensure high quality services are provided to customers, ratepayers, and clients of the Mackenzie District Council.
Health and Safety	<ul style="list-style-type: none"> • Ensure that all activities undertaken are in accordance with the Mackenzie District Council health and safety policy, plan, and procedures. • Ensure compliance with responsibilities under the Health and Safety at Work Act (2015), Regulations 2016 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. • Comply with all client site requirements.
Mackenzie District Council Policies, Procedures, Processes and Guidelines	<ul style="list-style-type: none"> • Understand, be familiar with and comply with all Council policies and procedures.
Self-Development / Ongoing / Professional learning and Development	<ul style="list-style-type: none"> • Continue to develop administration and customer service skills, knowledge, and experience.

	<ul style="list-style-type: none"> • Build and maintain professional knowledge of administration and customer services.
Emergency Operations Centre	<ul style="list-style-type: none"> • Be actively involved in Civil Defence Emergency Management when required – this may require assisting or fulfilling a role within the Emergency Operations Centre when required.
Confidentiality and Record Keeping	<ul style="list-style-type: none"> • Ensure that all records are saved to the electronic document and records management system (EDRMS). • 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.

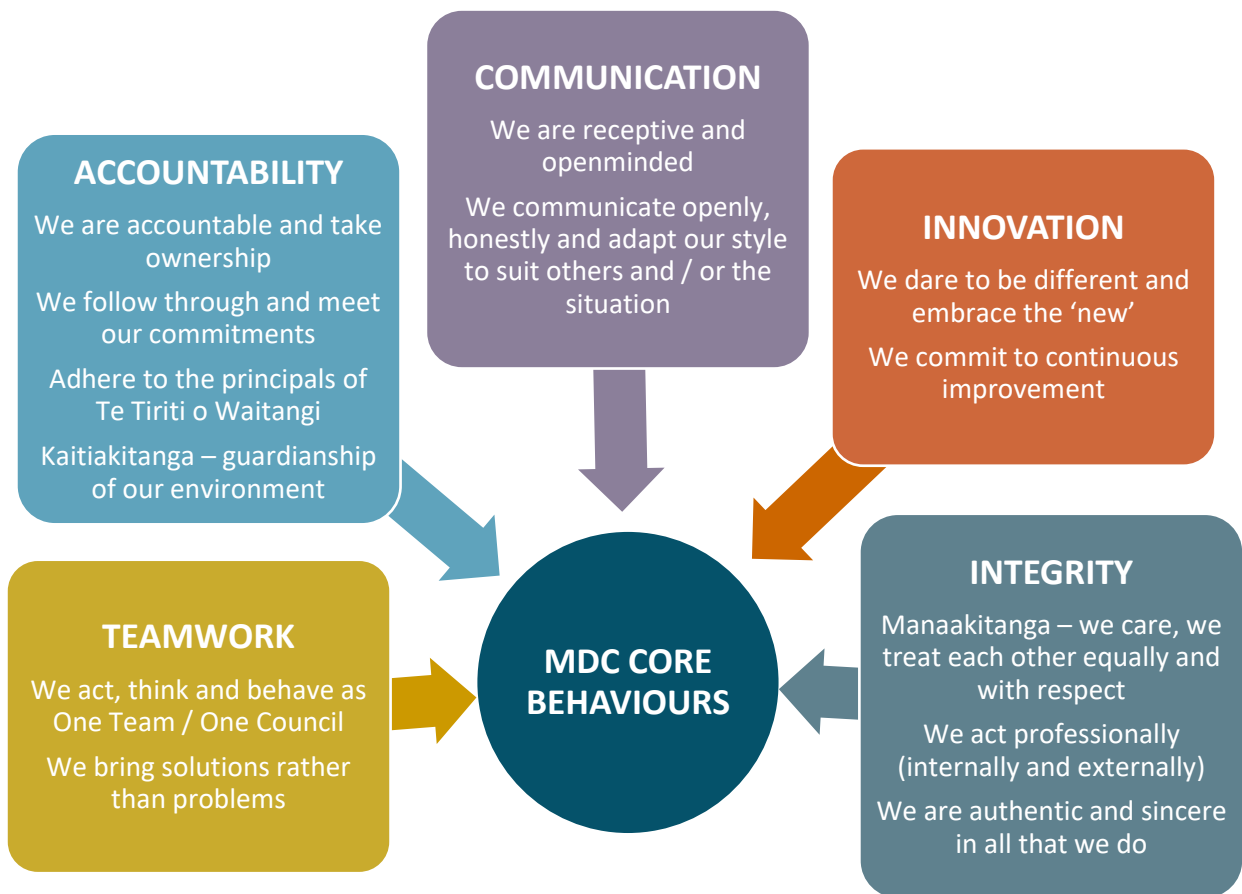
Qualifications, Technical Skills, Knowledge, and Ability:
<ul style="list-style-type: none"> ➤ 2 + years' experience working in a front facing customer service role. ➤ 2+ years of demonstrated administration experience. ➤ Demonstrated experience in working within a Microsoft Office environment, a high degree of computer literacy and advanced keyboard skills. ➤ Previous and proven cash handling experience. ➤ Experience in using databases and electronic document management systems is advantageous. ➤ Familiarisation / knowledge of working with Local Government authorities. ➤ A good sense of humour, especially when working under pressure, is desirable. ➤ Strong time management and prioritising abilities, exceptional levels of accuracy and attention to detail.
Our Values:
<p>Dare to be different: We show courage by taking managed risks. We are willing to try new approaches and to do things differently. We always look outside to see what others do better than we do and embrace new ideas and change in order to improve what we do, and how we do it. Fear of criticism will not hold us back from doing the right thing.</p> <p>Do things with respect and trust: Give people fair and realistic timeframes and deliver accordingly. We follow up with people and close the loop. We are honest in our communications and provide consistent messages. Communications are professional – treating people as equals and with impartiality and empathy – we can disagree but still maintain a professional relationship. Members of the community experience positive interactions with us. We choose to build strong relationships on a foundation of mutual trust and respect.</p> <p>Be fair to everyone: Consistency in decisions, service, advice and information. Everyone has the same opportunity to be heard, and to take advantage of the opportunities available to him or her.</p> <p>Peace and serenity matters:</p>

These are the defining, unique, extremely special characteristics of our district (e.g. tranquil lakes, open spaces and dark skies) – and they need to be protected. Future development and decisions will be sensitive to this value.

Leave things better for the future:

We will carefully consider our actions, and do things with best practice in mind, challenging the short-term focus with long-term decisions. We will look ahead to understand the big picture and future needs of our district and future generations.

Our Core Behaviours – Expected of all our Employees (Linked to our Values):



Job Family specific Behaviours:

<p>Achieving Results</p>	<p>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 effectively, efficiently, safely and to a high standard.</p> <p><u>Core Behaviours:</u></p> <ul style="list-style-type: none"> • Sets performance standards and goals. • Prioritises • Ensures high quality output. • Delivers • Leverages resources • Celebrates successes and achievements
<p>Customer Focus</p>	<p>Understands the customers of MDC and effectively meeting their needs, builds productive customer relationships and takes responsibility for customer satisfaction.</p> <p><u>Core Behaviours:</u></p> <ul style="list-style-type: none"> • Establishes effective relationships. • Clarifies the situation. • Takes action. • Ensure customer satisfaction (win / win = public value) • Meets the needs of MDC
<p>Commercial Decision Making</p>	<p>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.</p> <p><u>Core Behaviours:</u></p> <ul style="list-style-type: none"> • 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
<p>Knowledge and Information sharing</p>	<p>Actively shares and contributes own knowledge, skills and expertise to develop the knowledge, skills and expertise of others.</p> <p><u>Core Behaviours:</u></p> <ul style="list-style-type: none"> • Identifies opportunities to share knowledge with others. • Ensures understanding. • Offers feedback. • Encourages application of information and knowledge shared
<p>Ongoing Learning and Development</p>	<p>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.</p>

	<p><u>Core Behaviours:</u></p> <ul style="list-style-type: none"> • Targets learning and development needs. • Seeks learning and / or development activities. • Maximises learning. • Applies knowledge, skills or expertise. • Openness to change and challenge
Teamwork	<p>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.</p> <p><u>Core Behaviours:</u></p> <ul style="list-style-type: none"> • Identifies collaborative opportunities. • Establishes relationships. • Formulates action plans. • Considers the impact of ones actions. • Monitors relationships and progress
Effective and Successful Communication	<p>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.</p> <p><u>Core Behaviours:</u></p> <ul style="list-style-type: none"> • 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

Date

Line Manager Signature

Date

