

Customer Services Officer

Part one: Job description

Job title:	Customer Services Officer	Location:	Carterton
Status:	Permanent, 35-40hrs pw	Effective:	October 2023
Team:	Corporate Services		

1. Role of the Corporate Services Team

Corporate Services comprises the support services to elected members and Council staff, including democratic services, rates, information systems, finance, planning and reporting, official and privacy information management, and administrative services. It also provides front line customer services to ratepayers, residents and the wider Carterton community.

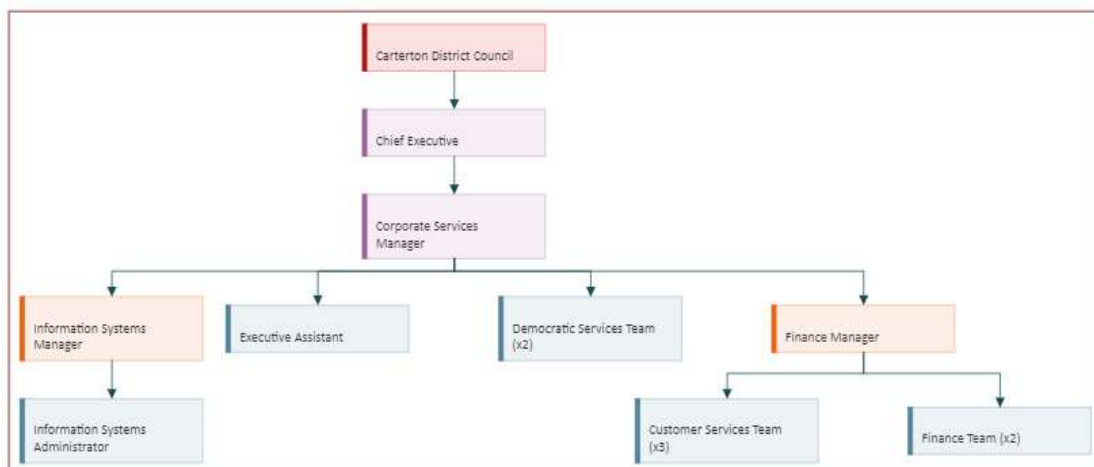
2. Purpose of the Role

To provide front-line services to our customers, and help meet the administrative needs of our staff.

3. Responsibilities

- Customer services, greeting all visitors and managing the telephone
- Accounts payable and debtors
- Cashier; receive and process payments
- General administration support
- Management of office services (including stationery, courier services etc)

4. Organisation Context:



5. Working relationships/reporting lines

The Customer Services Officer reports to the Finance Manager, and has no direct reports. Additionally, the role will have contact with a number of internal and external contacts including, but not limited to:

External relationships	Internal relationships
<ul style="list-style-type: none">• Carterton Ratepayers and residents• Local businesses• Suppliers & other business providers• Dog owners and other members of the public.	<ul style="list-style-type: none">• Mayor and councillors including their committees and advisory groups• Chief Executive• Executive Leadership Team and other Managers• Corporate Services team members• Communication and Engagement team members• Other CDC council staff.

5. Key Result Areas

KEY RESULT AREAS	KEY TASKS
Customer services Primary responsibility for front-line reception to customers.	<ul style="list-style-type: none">• Provide prompt attendance to customer and staff enquiries, by telephone or in person, in an efficient, friendly, and confidential manner.• Maintain an understanding of Council functions, services and activities to be able to promptly respond to enquiries.• Accurately record all service requests and complaints in the Service Request System.• Maintain the Service Request System and generate reports to managers and other staff as required.• Manage the council's general email address.• Maintain the reception and customer service areas.• Provide back-up support for the Regulatory Services Team, including customer enquiries, processing consent applications, and LIM applications.
Accounts payable Processing and paying invoices from suppliers.	<ul style="list-style-type: none">• Sort invoices, matching orders to invoices, and checking that they have been approved.• Check that all General Ledger codes are valid.• Distribute invoices to relevant manager for approval.• Check that all invoices signed are within delegated authority.• Batch invoices for processing.• Process payment of creditors, weekly and monthly by cheque or direct credit.• Monthly reconciliation of creditors to statements.

Cashier	<ul style="list-style-type: none"> • Receipt all inwards cash, preparing cash float, daily reports, and end-of-day cash balancing. • Receipt money from Library and Information Centre. • Record and reconcile the Office and Library petty cash.
General debtors Processing requests for invoices for general debtors.	<ul style="list-style-type: none"> • Sort invoice requests, and check that they have been approved with the appropriate authority. • Check that all General Ledger codes are valid. • Batch invoice requests for processing. • Process invoice requests. • Monthly production of statements.
General administration	<ul style="list-style-type: none"> • Receive and process rates rebate applications. • Provide assistance with other accounts processing functions, as required, including: <ul style="list-style-type: none"> ○ general ledger ○ accounts payable ○ rates ○ water billing ○ dog registration ○ customer database ○ banking function. • Provision of all kitchen and general office supplies and stationery.
Health, safety, and wellbeing	<ul style="list-style-type: none"> • Actively participate in Health Safety and Wellbeing (HS&W) activities at CDC. • Demonstrate your understanding of HS&W related policies and procedures. • Be accountable for your actions at all times while adhering the Health and Safety at Work Act (2015). • Actively raise awareness to others about HS&W in the workplace. • Actively participate in safety reporting and hazard management. • Demonstrate HS&W practices to colleagues.
Council contribution	<ul style="list-style-type: none"> • Deliver on overall Council contribution if and when required to ensure Council's overall business goals are achieved as well as developing own professional abilities on a continuous basis. • Demonstrate a collaborative working style and participate as a member of the team undertaking all tasks maintaining positive working relationships with staff, and internal and external stakeholders. • Act as an ambassador for Council and its services. • Contribute to the promotion of the principles of Te Tiriti o Waitangi and work in partnership with Māori.

- Act within professional guidelines and Council policies at all times.
- Participate in Council's emergency preparation and response as practicable, including working with the Emergency Operations Centre when directed.
- Actively participate in and contribute to performance improvement and development.
- Participate and contribute to management support initiatives.
- Additional tasks, duties or responsibilities as directed by the Finance Manager.

Part two: Person specifications

6. Skills and experience

- Proven customer services experience
- Excellent written and oral communication skills
- Ability to be proactive and use initiative
- Excellent interpersonal skills including the ability to maintain confidentiality
- Able to demonstrate attention to detail and accuracy
- Extremely well-organised and able to work under pressure
- Ability to work in a team environment and value team participation
- Ability to use safely a keyboard and mouse without causing or aggravating an injury
- Able to physically carry out the functions of the position.

7. Behavioural Competencies

WORKING CO-OPERATIVELY

Working effectively with others inside and outside the organisation; taking actions that demonstrate consideration for the feelings and needs of others and awareness of the impact of ones behaviour on others.

ANALYSIS (PROBLEM IDENTIFICATION)

Securing relevant information and identifying key issues and relationships from a base of information; relating and comparing data form different sources; identifying relationships.

JUDGEMENT (PROBLEM SOLUTION)

Committing to an action after developing alternative courses of action that are based on logical assumptions and factual information and that take into account resources, constraints and organisational values.

ORGANISATIONAL AWARENESS

Having and using knowledge of systems, situations, pressures and culture inside the organisation to identify potential organisational problems and opportunities;

perceiving the impact and implications of decisions on other components of the organisation.

CLIENT SERVICE ORIENTATION

Making efforts to listen to and understand clients (both internal and external); anticipating client needs; giving high priority to client satisfaction.

EXTRA-ORGANISATIONAL AWARENESS

Having and using knowledge of societal, technical, political and governmental issues outside the organisation to identify potential problems and opportunities; perceiving the organisational impact and implications of decisions relative to these factors

WORK STANDARDS

Setting high goals or standards of performance for self, staff, and the organisation; being dissatisfied with average performance; self imposing standards of excellence rather than having standards imposed by others.

PLANNING AND ORGANISING

Establishing a course of action for self and others to accomplish a specific goal; planning proper assignment of personnel and resources.

PROJECT PLANNING

Establishing a course of action to accomplish a specific project or goal; planning proper personnel assignments and appropriate allocation of resources; developing contingency plans.

INTEGRITY

Maintaining and promoting social, ethical, and organisational norms in conducting internal and external business activities.

COMMUNICATION

Expressing ideas effectively in individual and group situations (including non-verbal communication); adjusting language structure or terminology both orally and in memoranda, letters and reports to the characteristics and needs of the audience.