

POSITION DESCRIPTION

CUSTOMER SERVICES OFFICER



POSITION TITLE	Customer Services Officer
GROUP	People and Corporate
LOCATION	Carterton
REPORTS TO	Customer Services Team Leader
DIRECT REPORTS	Nil
DELEGATED AUTHORITY	Nil

ROLE OF THE PEOPLE AND CORPORATE GROUP

The People and Corporate (P&C) Services Group supports the delivery of Council's strategic objectives and community wellbeing outcomes through the provision of people and organisational capability functions, corporate planning and reporting, customer services, information systems, and governance support services.

ROLE OF THE CUSTOMER SERVICES TEAM

The Customer Services Team provides front-line customer services to ratepayers, residents and the wider Carterton community, and supports internal customers by providing essential administrative support. The Customer Services Team is often the first point of contact for our internal customers and plays a vital role in maintaining our service standards.

PURPOSE OF THE ROLE

The purpose of this role is to provide cohesive, centralised service delivery for customers and administration support to all departments.

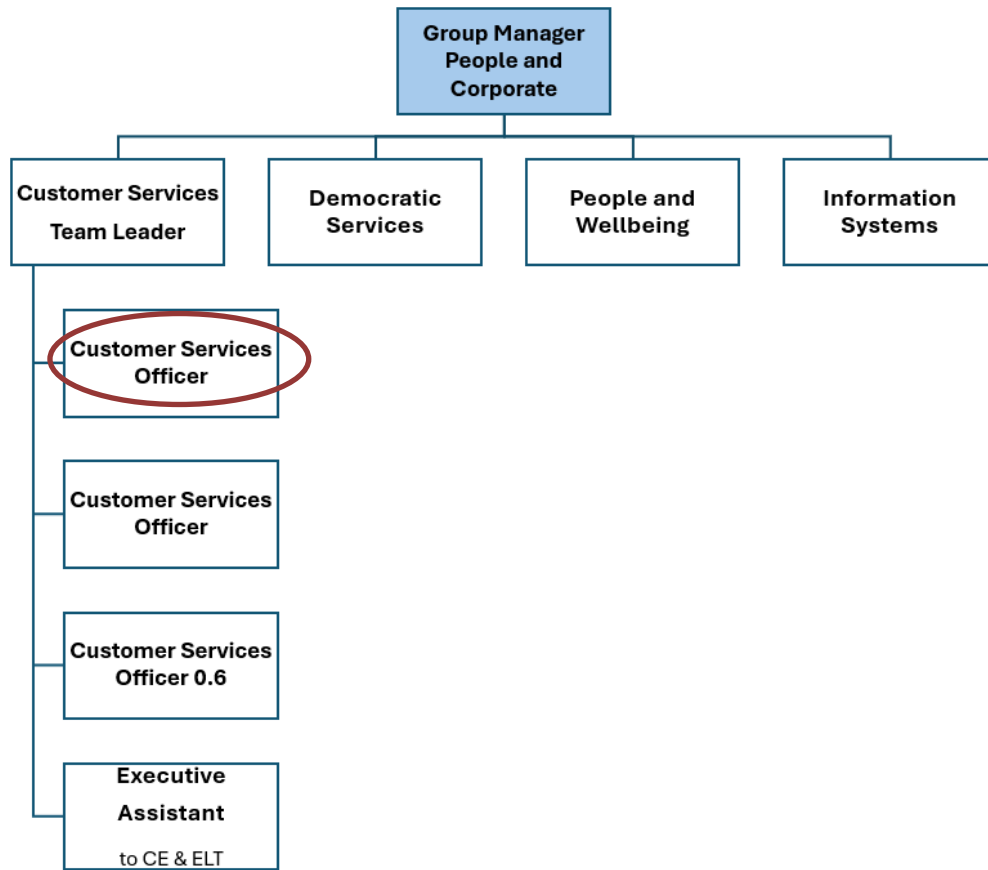
The role ensures that customer enquiries, requests, and issues are resolved promptly and effectively, while maintaining service standards and compliance with Council policies.

RESPONSIBILITIES

- Work as a team to deliver high-quality, efficient, and front-line services to our customers – including responding to enquiries, providing information, and resolving complaints (via phones, counter, and emails)
- Deliver exceptional support while upholding the company's values and image
- Act as a generalist to triage and respond to common enquiries for all departments by utilising FAQs and standard operating procedures
- Ensure the provision of internal administrative support including maintaining the service request system, administrative reporting, office management and presentation, stationery, and general financial transactions such as cash handling, accounts balancing, accounts payable and receivable.

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ORGANISATION CONTEXT



WORKING RELATIONSHIPS

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

INTERNAL RELATIONSHIPS	EXTERNAL RELATIONSHIPS
<ul style="list-style-type: none"> • Mayor and councillors including their committees and advisory groups • Chief Executive • Executive Leadership Team and other Managers • People and Corporate team members • Other CDC council staff. 	<ul style="list-style-type: none"> • Carterton Ratepayers and residents • Local businesses • Suppliers and other business providers

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KEY RESULT AREAS	
KEY RESULT AREAS	DELIVERABLE MEASURES
<p>Customer services Primary responsibility for front-line reception to customers</p>	<ul style="list-style-type: none"> • Provide prompt attendance to customer and staff enquiries, by telephone, email, 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, resolve issues, and provide information and guidance • 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, acting as a liaison between departments to ensure smooth communication and information flow • 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.
<p>Internal Customer Service and Administration Support</p>	<p>Including but not limited to:</p> <ul style="list-style-type: none"> • Meeting room bookings and catering arrangements • Advertising and promotional tasks • Maintaining 28 Holloway St meeting room • Business partnering with departments to provide administrative support
<p>Accounts payable Processing and paying invoices from suppliers.</p>	<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 • Batch invoices for processing • Process payment of creditors • Monthly reconciliation of creditors to statements.
<p>Cashier</p>	<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 Events Centre

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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 across all departments

QUALIFICATIONS, SKILLS AND EXPERIENCE

- 3 years experience in a customer facing or administrative role
- Strong communication and interpersonal skills
- Knowledge of customer service principles and practices
- Confidence using computer-based systems including Microsoft Office
- Strong organisational, self-management and problem-solving skills
- Positive attitude, and a passion for helping others
- 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
- Professional appearance and demeanour at all times, representing Council positively
- Ability to physically perform the duties of the position, including standing, sitting, lift and carry light office supplies, and using a keyboard for periods of time.

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COUNCIL COMPETENCIES (CDC COMPETENCY FRAMEWORK)

This role sits at Level 2 on the CDC Competency Framework

How you manage yourself:

- **Ownership and Accountability** - Embraces ownership of role responsibilities, ensuring high-quality results. Identifies potential challenges proactively, taking initiative to find solutions and learn from experiences. Accepts responsibility for outcomes (positive or negative) of one's work. Self-reflects.
- **Communicating with Impact** - Communicates complex ideas effectively to a variety of audiences, utilising tailored communication as needed. Engages in active listening and provides constructive feedback to enhance discussions and outcomes.
- **Maturity and Professionalism** - Exhibits a high level of professionalism by consistently delivering quality work and adhering to ethical standards. Navigates workplace challenges with maturity, demonstrating emotional intelligence and a thoughtful approach to problem-solving. Maintains composure in stressful situations and manages emotions appropriately.
- **Motivation and Drive** - Exhibits a strong commitment to achieving results and overcoming challenges. Motivates peers through knowledge sharing and support, actively seeking opportunities to enhance skills and drive team performance towards shared objectives. Takes initiative to identify opportunities and tackle challenges without waiting for direction.

How we work with others:

- **Cultural Connection** - Applies knowledge of Māori culture and practices to enhance service delivery and community engagement. Collaborates with stakeholders to develop culturally appropriate solutions and actively promotes cultural awareness within council.
- **Teamwork and Cooperation** - Works collaboratively within and across teams, leveraging expertise to enhance group outcomes. Shares knowledge and skills, supports colleagues in problem-solving, and actively engages in team discussions to drive innovation and efficiency.
- **Service Delivery and Achieving Results** - Delivers results by applying specialised knowledge and skills to ensure projects are completed on time and within scope. Proactively identifies potential obstacles and implements solutions to enhance productivity and effectiveness. Actively seeks out relevant information related to role. Ensures workflow is as effective and efficient as possible.
- **Internal and External Customer Service** - Understands and addresses the unique needs of internal customers, external customers, community stakeholders, and ratepayers. Collaborates with colleagues to create effective solutions and enhances service delivery, actively seeking feedback to improve the experience for all parties.
- **Collaboration and Inclusion** - Facilitates collaboration among colleagues and stakeholders by promoting open communication and mutual respect. Recognises and values diversity in the workplace, actively seeking input from various perspectives to inform decisions and improve outcomes.

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How we move forward:

- **Problem Solving and Decision Making** - Analyses complex issues and develops practical solutions based on data and expertise. Collaborates with team members to evaluate options and make informed decisions that align with project goals and council standards.
- **Continuous Improvement and Innovation** - Identifies opportunities for innovation within their area of expertise and contributes ideas for process improvements. Analyses trends and best practices, applying them to enhance performance and drive quality in deliverables.
- **Change and Adaptability** - Effectively navigates changes within council, proactively seeking to understand new trends and developments. Adapts strategies and approaches to ensure continued success, while supporting colleagues through transitions.
- **Leading and Influencing** - Engages and influences colleagues by sharing expertise and insights, fostering collaboration and knowledge sharing. Builds relationships and earns trust, effectively guiding team members toward successful outcomes.

POSITION DESCRIPTION AGREEMENT

Signed:		
GROUP MANAGER		DATE
JOBHOLDER		DATE