

## Customer Services Officer (Part-Time)

### About the Role:

This is a “first point of contact” position for Council. You will be assisting customers at our District Office by answering phones, answering in-person queries, dealing with emails, handling cash, booking Council facilities, assisting with NZAA Agency services and other administrative duties. From time to time you may need to provide assistance at the District Library. The role is part-time at 20 hours per week, Tuesday to Friday, and there may be additional hours when required.

### About You:

You will ideally:

- Have experience with customer service
- Be familiar and accurate with cash handling, and EFTPOS operation
- Have *amazing* typing and data-entry abilities, and familiarity with updating websites
- Know how and when to use your initiative
- Be a motivated person
- Have good communication skills, and display a great telephone manner
- Be able to fit into and work in a small team environment.

You must be eligible to work in NZ, and hold a current NZ Class 1 drivers licence (or equivalent).

Kawerau District Council has an active Drug and Alcohol Policy. Candidates will be required to undertake a pre-employment medical, drug & alcohol testing, and Ministry of Justice vetting.

The Position Description and Application Forms are available from our website:

<https://www.kaweraudc.govt.nz/about-council/careers/vacancies>

Email your Cover Letter, CV and Application Form to: [vacancy@kaweraudc.govt.nz](mailto:vacancy@kaweraudc.govt.nz)

Applications close 5pm on Friday 28 February 2025.