



Position Description

Position Details

Position Title	Customer Service Officer (part-time)	
Responsible To	Corporate Services Manager	
Employment Type	Permanent Part-time	
Hours of work	20 hours per week	
	Tuesday 1.00pm – 5.00pm	Wednesday 8.00am – 5.00pm
	Thursday 1.00pm – 5.00pm	Friday 1.00pm – 5.00pm
Location	Kawerau	

Position Purpose

To provide excellent customer service, being the initial interface service of Council with a strong emphasis on cash receipting and data entry; and to provide technical administration support for all teams at Council, and for the Managers and Elected Members, including assistance with auditing of Regulatory Services and maintaining NZAA database and records; and to provide information for rate payers and residents. To provide cover for absences at the Kawerau District Library.

Council's Vision

To create a resilient and sustainable Kawerau District that can meet the needs of the future.

Internal and External Relationships

Internal Relationships

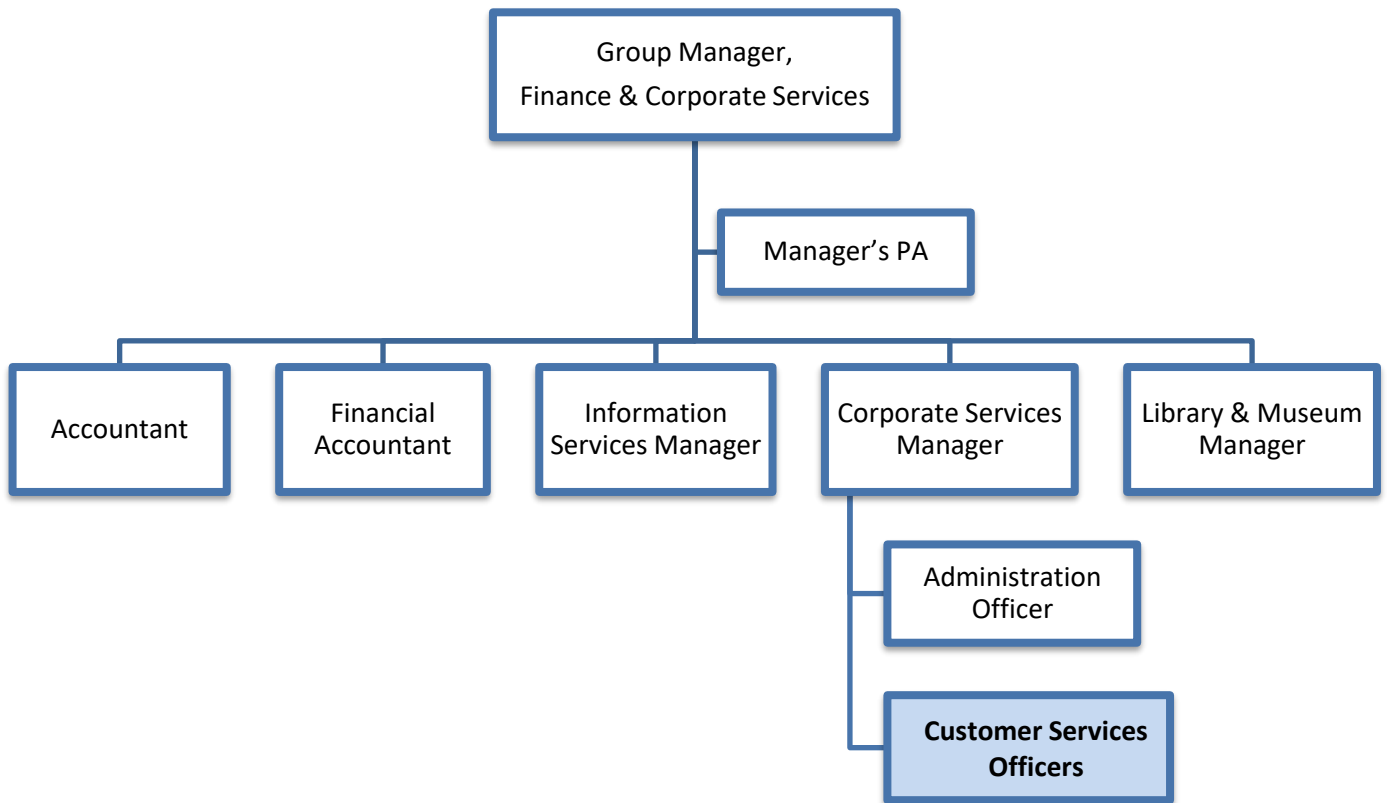
- All Staff
- Elected Members

External Relationships

- General Public
- Community Groups
- Courier Operators
- Solicitors
- Real Estate Agents
- All other external contacts with KDC.

Kawerau District Council operates a Drug and Alcohol Policy, which includes random, post-accident/incident and reasonable grounds testing.

Organisation Structure



Key Responsibilities

Key accountabilities (Jobholder is responsible for)	Key accountability measures (Jobholder is successful when)
ADMINISTRATION SERVICES	
<ul style="list-style-type: none"> • Provide technical and general administrative support to staff and contractors. • Data enter Requests for Service, invoicing, maintain filing and relevant databases. • Ensure administrative backup and support services are provided to Administration Officer. • Provide administrative support to Finance Officer. • Provide typing services and data entry to staff for non-confidential correspondence. • Mail (including emails & courier parcels) are to be managed, forwarded and prepared accordingly. • Process payments by cash, cheque and EFTPOS. 	<ul style="list-style-type: none"> • Administrative records are accurate. • Administrative support functions are undertaken efficiently and in a timely manner. • Filing and archiving of documents is carried out regularly to facilitate easy retrieval of information and is in compliance with the requirements of applicable legislation. • Effective support for filing, spreadsheets and general administrative duties. • Typing & data entry are completed accurately and timely within approved procedures and Council policy.

	<ul style="list-style-type: none"> • All mail (emails & courier parcels) are received and processed in accordance with Council policy and procedure. • Mail is delivered to Senior EA to the Mayor & CEO in a timely manner. • All monetary transactions are undertaken with complete accuracy and processed in accordance with Council policies and instructions. Daily cash summary reports are maintained for audit purposes.
CUSTOMER SERVICE	
<ul style="list-style-type: none"> • Provide the highest possible standard of service to all customers (both internal and external). • Respond to customer enquiries and concerns promptly and provide accurate and relevant information to customers. • Telephone service is proficient and managed with a pleasant telephone manner. 	<ul style="list-style-type: none"> • Communication is prompt, helpful and accurate. • Assisting customers with complaints, guiding them and providing relevant information. • RFS, enquiries, complaints and correspondence are dealt with in accordance with approved procedures, statutory requirements and Council policy. • Calls are transferred to appropriate staff. • Messages are recorded accurately and forwarded to the correct staff member either by email or Request for Service.
NZAA DRIVER LICENSING	
<ul style="list-style-type: none"> • Provide excellent customer service on behalf of NZAA. • Complete all transactions as per regulations set by NZAA. 	<ul style="list-style-type: none"> • Be fully certified by NZAA for Land Data and Driver Licencing. • To read, sign and be fully informed of all updates from NZAA. • Follow NZAA audit requirements and expectations.
STAFF COVER	
<ul style="list-style-type: none"> • When required, work at the Kawerau District Library to provide cover for absent staff. 	<ul style="list-style-type: none"> • Participate as an effective team member. • Form excellent working relationships with members of KDC.
TEAMWORK	
<ul style="list-style-type: none"> • Contribute to the Customer Service Team and Council in a positive manner. 	<ul style="list-style-type: none"> • Participate as an effective team member. • Form excellent working relationships with members of KDC. • Communicate relevant information to other CSOs and relevant staff.
HEALTH & SAFETY	
<ul style="list-style-type: none"> • Takes all practicable steps to ensure personal safety and not cause harm to any other person by personal actions. 	<ul style="list-style-type: none"> • Hazards are identified and control measures followed. • Work-related accidents, incidents and illnesses are reported.

<ul style="list-style-type: none"> • Demonstrates a personal commitment to Health and Safety in accordance with Council's Health and Safety Policy. • Actively contributes to a healthy culture of manaakitanga. 	<ul style="list-style-type: none"> • Emergency procedures are followed. • Safe work practices are demonstrated.
GENERAL	
<ul style="list-style-type: none"> • Participate in the organisation's Personal Performance and Development Programme (PPD). • Participate in the organisation's business improvement programme. • Participate in Council's Civil Defence response teams. • Carry out any other relevant duties as reasonably required. 	<ul style="list-style-type: none"> • Unbiased and empowering PPDs completed with supervisor and reporting staff. • Consistent attendance at and participation in Team meetings. • Participation in emergency drills and incidents as required. • Participate in Civil Defence training and events. • Willingly accept tasks assigned and meet agreed deadlines.

Person Specification

Technical / Professional Qualifications / Experience

- Experience and thorough knowledge of Office Administration, and in particular the use Microsoft Office.
- Certification from NZAA for Land Data and Driver Licencing.
- Accuracy with numbers, record keeping and communication.
- Proven customer service skills.
- Well-developed interpersonal skills with a client-focused approach to service delivery.

Knowledge / Skills / Attributes

- Ability to multi task and work across functions, as Council promotes a "One Stop Shop".
- Exceptional listening and communication skills.
- Effective liaison with peers and staff.
- Ability to problem solve and be able to transfer knowledge and information to others.
- Be an effective and active member of a team with the ability to work unsupervised.
- Ability to use common sense and logic to resolve positive outcomes.
- Clear and unambiguous written communication.
- An absolute commitment to customer service excellence.
- Confidence in dealing with the public.
- Self-motivation and confidence.
- Ability to work under pressure and cope with stress.
- Ability to prioritise work requirements.
- Anticipate problems and ability to take the initiative.
- Keep up to date with new methods and ideas.
- High degree of personal and professional integrity.