

WAIMAKARIRI DISTRICT COUNCIL

JOB DESCRIPTION

JOB TITLE: Customer Services Officer
DATE: January 2012
ACCOUNTABLE TO: Customer Services Contact Team Leader
ACCOUNTABLE FOR: Nil

PURPOSE

This position is part of the Customer Services Contact Team handling general telephone and counter enquiries.

HOURS OF WORK

Normal hours of work are: 40 hours a week between 8am and 5pm, Monday to Friday.

The employee may be required to work at other times during an emergency.

In the long term it could be possible that the Customer Services Contact Team will operate outside these hours; the successful appointee must be prepared to work outside these hours and for extended hours as the occasion demands. Arrangements for flexible hours will be negotiated as the need develops.

AMENDMENT TO JOB DESCRIPTION

This job description may be amended from time to time by the Customer Services Contact Team Leader in consultation with the job holder.

PRIMARY OBJECTIVES

To provide a friendly, competent and professional first contact point for the Council's customers.

To answer inquiries promptly and efficiently without unnecessary escalation of the issues raised, and over time resolve more customer interactions at the first point of contact.

Develop and maintain an effective communications link between the public and all Council departments.

Provide assistance to other members of the Customer Services Team, including the Rates Supervisor and Property Information Team, and assist other staff where time permits.

PERFORMANCE MEASUREMENT

Staff performance will be monitored and measured against the Customer Services Team service delivery agreements and performance targets.

SPECIFIC FUNCTIONS

1. Answer the telephone and operate the radio telephone.
2. Provide an information service.
3. Maintain a visitor book to record when visitors enter and exit the staff areas of the building.
4. Sales of refuse bags.
5. Record bookings and issue keys for Council properties.
6. Provide information on the availability and location of services to properties including advice on the procedure and cost of connection.
7. Order and account for stocks of stationery and other supplies.
8. Receipt cash for all payments received over the counter or through the mail.
9. Reconcile and receipt cash received from outside sources, eg. library, transfer station, swimming pools.
10. Daily balance moneys received with receipts issued, ensuring that sufficient change is held for the next day's transactions. Preparation of cash and cheques for deposit at the bank.
11. Arrange disbursements from Petty Cash.
12. Issue dog registration tags, update the dog registration database and answer other dog registration inquiries.
13. Collect current information to populate and update information resources and databases, including the intranet and FAQ database.
14. Update databases to record changes of address and name (on receipt of appropriate evidence).
15. Notification to property owners of fire hazard, abandoned car and overhanging tree nuisances.
16. Record all requests for service received by telephone, electronically and over the counter. Promptly direct service requests to the assigned officer for action. Update service requests to record action taken and advise customers.
17. Maintain the public foyer areas of the Rangiora Service Centre in a tidy condition and ensure that public information and consultation materials are effectively displayed. Liaise with staff groups and members of the public on the types of information to be displayed.
18. Prepare reports to staff and management in accordance with service level agreements and procedures.
19. Attend to e-mail inquiries and process fix-a-gram requests into the service request system.
20. Organise, address and stamp all outgoing mail, including preparation of mail-outs for postage.
21. Take part in civil defence training programmes and exercises.

22. Actively participate in providing solutions or suggesting better ways to do things.
 23. Take all practical steps to ensure your own and other employees' safety as well as the safety of members of the public.
 24. Administrative assistance to other members of the Customer Services Team, or to other staff as required.
- Any other duties that may be required by the Customer Services Contact Team Leader.

25. **MAORI VALUES**

Staff must ensure that proper account is taken of the Treaty of Waitangi, that Tikanga Maori is acknowledged and that respect is shown for people of all cultures. (Tikanga Maori means Maori traditions, culture and customs).

ATTRIBUTES REQUIRED

1. A friendly and professional manner.
2. Strong written and oral communication skills.
3. Practical approach to problem solving/conflict resolution.
4. Enthusiasm and commitment to providing excellent customer service.
5. The ability to build and maintain strong working relationships with colleagues and external contacts.
6. High level of accuracy in working with figures.
7. Proven ability to manage a busy workload.
8. Discreet in dealings with confidential or sensitive information.