



Position Description – Customer Services Officer, Reefton (Fixed term – six months)

The position reports to: Coordinator Customer Services, Reefton **Grade:** 10

Hours of work: 15 hours per week, varying rostered shifts across Monday to Sunday.
Additional hours to cover busy periods or staff leave may be requested.

Position purpose: To provide consistent, efficient and exceptional customer service to internal and external customers across all service areas. To provide accurate information to visitors to our region and provide services on behalf of external business partners.

The Key areas of responsibility include:

Customer Service and Administration Support

- Deliver consistent, efficient, professional Customer Service to both internal and external customers, projecting a positive image of Council in a professional and courteous manner.
- Provide correct and up-to-date information to all customer enquiries, resolving concerns and issues through strong verbal and written communication.
- Enthusiastically support the Customer Services team and wider Council departments when required.
- Actively participate in team meetings, planning and other team processes /projects as requested, including civil defence in state of emergency.
- Competently and reliably complete administrative tasks and processes including but not limited to: dog registrations, rate and debtor enquiries, library tasks and processes on behalf of external business partners.
- Accurately register all customers' requests into the Service Request system.
- Work closely with the Westport Customer Services team to correctly registering lodged applications and ensure specified information has been supplied, correct fees calculated, allowing for completion within statutory timeframes.
- Perform cashiering functions such as accept and receipt cash and eftpos payments, ensuring monies are allocated to the correct accounts, balance, and all within allocated timeframes.

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- Proactively build and share knowledge of local attractions and activities to provide appropriate recommendations to regional visitors.
 - Support Reefton Theatre activities and staffing needs where suitable.
 - Assist with day-to-day cleaning as required.
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Deliverables:

Big picture

- No customer complaints are received.
- Meeting or exceeding customer expectations through the delivery of information and services in a courteous, efficient, and friendly manner
- Communicating accurate, up-to-date information such as Council policies and procedures and local attraction details.
- Resolve conflict through sometimes dealing with customers who may be difficult or demanding.
- Continually and proactively seek and explore improvements in systems and processes to achieve improvements in customer service.
- Confidentiality is upheld and protected as outline by the Privacy Act 2020 and Councils policies.
- Consistently display behaviours which embrace Councils core values.

Performance

- Follow leadership instructions, on time and to a high standard consistently.
- Take an active role in own goal setting, learning and development.
- Correctly and appropriately use technology as required for the role, including new systems and software.
- Comply with all legislation and Council policies.
- Be available to work extra hours to cover additional shifts, busy periods and other staff's leave as necessary.
- Administration/project assistance provided to others as and when time allows.
- Observe and report on customer feedback highlighting any service delivery issues.
- Contribute to the sustainability efforts and financial position of the Council through responsible use of resources and equipment.
- Set a positive example for punctuality, attendance and work ethic.
- Support provided to other Customer Service team members.
- Participation and engagement in team meetings, planning and other team processes and projects.

People & Capability	• Be a positive and constructive team member. • Collaborate on cross team/discipline projects and teams as required. • Constructively and successfully adapt to changes • Take positive actions to keep self and others physically and psychologically safe and well. • Attend, be prepared for and engage constructively in all meetings. • Deliver exceptional customer service consistently (make every interaction count). • Build effective, sustainable relationships at all levels.
Requirements for all staff	• Buller District Council honours Te Tiriti o Waitangi. We are committed to working with our Treaty partners to deliver on our obligations under Te Tiriti o Waitangi. • Take all reasonable and practical steps to ensure the health and safety of yourself and others. • Comply with any reasonable health and safety instruction, policy or procedure and ensure that all hazards, risks and incidents are reported using Vault/Damstra. • Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policies. • Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Buller District Council policies and processes.
Emergency Management requirements for all Council Staff	• Buller District Council has a legislative responsibility to respond to adverse events within our communities. As such, any staff member may be required to assist the Emergency Management Team in responding to such an event. Family circumstances and BAU roles will be taken into account. Required assistance may include: • Coordination of emergency services and lifeline providers within the community during a civil defence emergency or adverse event. • Respond to civil defence emergencies or adverse events wherever possible and if it is safe.

Key relationships

Internal	External	Committees/groups
Group Manager Community Services	Key Stakeholders	General Community
Manager Customer Experience	Buller Residents	
Coordinator Customer Services, Reefton	Ratepayers	
Senior Leadership Team	Elected Members	
All Council staff	Business Partners	
Mayor	Regional Visitors	
Elected Councillors		

Skills and Experience (JD Specific)

Essential	Desirable
• Excellent verbal, written, and interpersonal communication skills. • Excellent customer service skills both internally and externally. • Able to explain information simply and concisely encompassing good listening skills. • Listens to and clarifies the exact nature of customers problems and requests. • Is helpful and courteous towards customers. • Anticipates customers' needs and responds quickly, accurately and pleasantly. • Returns phone calls and messages as soon as practicable. • Displays patience and understanding with high demand customers. • Takes responsibility for handling specific customer problems. • Has conflict resolution skills to be able to mediate and resolve conflicts (deal with difficult and aggressive customers).	• Experience working in a Customer Service / reception / hospitality / tourism sector. • An ability to resolve disputes in a way that protects people and promotes a positive role that Council plays in the community. • Excellent verbal and written communication skills. • Excellent multi-tasking skills. • Excellent computer skills. • Local knowledge of activities and experiences, or willingness to develop knowledge quickly. • Good understanding of health and safety legislation.

