

ROLE DESCRIPTION

January 2020

Title & Reporting Relationships

Position Title: Customer Engagement Representative, Te Kai Maangai Whakaanga Kiritaki, Customer Engagement team, People & Partnerships group.

Grade: SP 10

Reports to: Supervisor Contact Centre or Supervisor Frontlines for day to day reporting via Team Leader Customer Engagement

Direct Reports: Nil

Purpose of the Group and the Position: **The People and Partnerships Group** is made up of five main teams: Communication and Engagement; Customer Engagement; Democracy Services; Iwi Partnerships; and Connected Communities.

Within this Group the Customer Engagement Representative works within the Customer Engagement team to provide front line customer service delivery as well as a range of integral support services for the Council which enable delivery of consistent, high quality customer services across the organisation.

The Customer Engagement Representatives are the first point of contact for many Council customers. They provide a level of expertise sufficient to resolve 80% of customers' issues at the first point of contact.

Although the role will be primarily based at the Council offices in Rimu Road Paraparaumu, there is provision for relocation within the District as may be required. As the team works towards enhancing the level of services provided to our customers, flexibility in working hours will be required. The regular working hours will be Monday to Friday, between the hours of 7.30am to 5.30pm.

Indirect Reports: Nil

Internal Customers: This role is responsible for establishing and maintaining effective, co-operative and professional working relationships with all stakeholders including:
Customer Engagement Manager
Customer Engagement Team Leader
Customer Administration Team Leader
Customer Engagement team members

Staff from all other areas of Council

External Customers:

Citizens
Developers, Contractors and Suppliers
Service Providers (contract plumbers, drain layers)
Public Health Service
Greater Wellington Regional Council
Other Local Authorities

KEY RESPONSIBILITIES AND OUTCOMES

In the current local government environment, the Council must be well positioned and supported to meet the current and future needs of communities for good quality local infrastructure, local public services and performance of regulatory functions in a way that is most cost-effective for businesses and households. The Council needs to be ready for, and respond appropriately to, changes in external operating environments (such as shifts in government policy), which in turn influence how we do things. The Council is working to be well-positioned not only to see what is coming but also to take opportunities to influence the shape of these externally driven changes.

Our behaviours demonstrate our commitment to build and maintain an organisation that is acknowledged and respected for being:

- Caring – we understand our customers’ needs, share information and work as a team;
- Dynamic – we bring a can-do attitude to make it happen; and
- Effective – we get it right and deliver consistent, value for money services.

Staff will be aware of political sensitivities, support equal employment opportunities, and demonstrate an understanding of the implications of the Treaty of Waitangi on the operations of a local authority.

KEY RESULTS AND OUTCOMES

Call Centre

The Call Centre is the first point of contact for telephone, email and digital contact with customers and clients of Council, providing fast and accurate customer service to the public of the Kāpiti Coast community by:

- Receiving, logging and responding to all enquiries and complaints and information requests received in accordance with the requirements specified by the various teams of the Council. The complaints, enquiries and information requests include all those made in person or by phone, e-mail, and digital customer channels,
- promoting first point of contact resolution for customers with enquiries, applications, information requests or complaints.

Cash Handling

In accordance with Council’s cash handling procedures:

- Responsibility for performing cash receipting of monies received by the Kāpiti Coast District Council.
- Undertaking all associated tasks of till balancing, banking, reports and filing, ensuring an appropriate audit trail is maintained.
- Promote safety of all staff.

Administration

- Assist other staff within the organisation
- Receive applications for Council services ensuring Council policy and procedures are complied with.

- Promote and manage the booking of Council facilities, liaise with the hirer and appropriate council staff.
- Complete the administration required for each enquiry from customers to ensure that the requested functions are carried out in an accurate and timely manner.
- Ensure each contact requiring further action by another council staff member is accurately recorded in the Service Request system.
- Undertake any other duties as may be required from time to time in conjunction with the role.

Customer Service

- Maintain a professional, courteous, and helpful attitude to all customers (internal and external) ensuring communication is accurate, succinct and in a manner which promotes customer service excellence and demonstrates organizational values.
- Maintain confidentiality at all times.

Legislative Compliance

- Keep up to date with legislation/amended legislative frameworks and be able to demonstrate the application of such changes (in work and or communicate them to others).

Teamwork

- Participate willingly and positively in the orientation, training and support of new staff in specific areas, providing coaching/buddy support as required.
- Provide a contribution to or participate in any projects and initiatives within the Group/organisation where required and the opportunity arises.
- Participate in initiatives and contribute suggestions as to improvements and/or efficiencies to enable ongoing quality improvement.
- Demonstrate a collaborative working style and participate as a member of the team undertaking all tasks maintaining positive working relationships with other staff members and internal and external customers.

Financial Management

- Ensure all financial activity is conducted in accord with current policy and procedures.
- Ensure you work within your financial delegation.

Monitoring and Reporting

- Review, monitor and report on activity or projects as required by the manager.
- Ensure any written reports are produced using Council standard templates and are provided within the required Peer Review timeframes.

Relationship Management

- Build and maintain effective professional working relationship with all key stakeholders.
- Build and maintain effective working relationships with other council staff members based on a collaborative, collegial and cooperative working style.

Information Management

- Take responsibility for ensuring Council information is stored with the appropriate accessibility in the designated EDRMS system, using processes and tools as described in the current Information Management Policy.

Personal Key Results

The Customer Engagement Representative will be perceived as someone who can be approached for coaching, direction, and job support and will provide quality coaching personally or refer the request to another staff member with the relevant expertise.

- Demonstrate commitment to organisational values through behaviour that is consistent with our caring, dynamic and effective approach to customer engagement.
- Establish and maintain effective and efficient working relationships with all stakeholders.
- Contribute collaboratively, positively and effectively to the operation of the team, the Group, and the organisation as a whole.
- Take responsibility for your own self development in order to enhance skills and knowledge applicable to current and future positions.
- Exhibit behavior which is consistent with the understanding of the Treaty of Waitangi and its application for the Council.

Health and Safety

All employees have a responsibility to work towards keeping a safe and healthy work environment by following all safe work methods, identifying work place risks and hazards and using appropriate safety equipment. This includes but is not exclusive to demonstration of the following:

- taking all reasonable steps to ensure your own safety at work, and that no action or inaction of yours while at work causes harm to any person or the environment;
- reporting any risks and/or hazards you become aware of in the workplace;
- observing all safety policies, procedures and precautions, including wearing and using the protective clothing and equipment;
- notifying your manager/Group Manager/H&S Advisor immediately if you have an accident/incident/near miss at work and completing the required forms within 24 hours;
- notifying your manager/Group Manager/H&S Advisor within 24 hours of filing any ACC claim for a work related accident or gradual process injury, and provide your manager/Group Manager/H&S Advisor with copies of relevant medical information specific to your claim; and
- complying with all policies and procedures that are in place.

At the discretion of the Council, as part of a rehabilitation programme, you may be required to return to work to undertake such alternative duties as are available and are as reasonably within your capability and level of fitness as determined in consultation with a registered medical practitioner.

Essential Skills, Knowledge and Experience

- Experience working in a contact centre with responsibility for digital customer channels is essential.
- Experience working in a customer engagement and administration-focused environment.
- Demonstrated high level of computer and digital/social media literacy and an understanding of trends and approaches in digital customer engagement.
- Excellent interpersonal skills with a demonstrated commitment to customer engagement and capability to deal with a wide range of people within and outside the organisation.
- Ability to be flexible with working hours to accommodate customer engagement levels
- Demonstrated successful time management and organisational skills, and ability to prioritise workload to meet deadlines.
- Demonstrated accurate data entry and numeracy skills.
- Demonstrated attention to details skills.
- Excellent communication skills both oral and written, with ability to communicate a wide range of information to a wide variety of audiences through a variety of channels.
- Demonstrated ability to work as part of a team and also without supervision as required.

- Demonstrated high level of PC operational ability and familiarity with common software packages (e.g. Microsoft Office, MS Word, MS Excel) and ability to learn new systems and processes.
- Holder of a current and valid New Zealand Drivers Licence is preferred.
- Demonstrated understanding of the Council policies or ability and willingness to gain such knowledge.

OTHER INFORMATION

From time to time, the position holder may be required to perform other duties in conjunction with the role and which are reasonably within their experience and capabilities.

Civil Defence Duties

All staff of Kāpiti Coast District Council may be required to undertake Civil Defence duties in the event of an emergency. (Training will be given as appropriate.)

The Council likewise recognises the staff member's need to ensure their family's needs are adequately catered for.

Performance Review

Performance in this position will be assessed in terms of an agreed performance plan.