

JOB DESCRIPTION
January 2026

Title & Reporting Relationships

Position Title:	Customer Engagement Representative Te Kai Maangai Whakaanga Kiritaki
Grade:	SP 10
Reports to:	Supervisor Customer Engagement for day-to-day reporting via Team Leader Customer Experience.
Direct/Indirect Reports:	Nil
Purpose of the Group:	The Customer and Community Group plays a key role in Councils' daily customer interactions, providing support at our Customer Service desks, assisting local business and customers with environmental standards, and helping residents and visitors access our facilities, services, and programs at locations such as swimming pools, libraries, museums, parks, and events. This group fosters connections between the community and the services we offer to enhance everyday life in the district.
Purpose of the Team:	The Customer Engagement team are the critical link between Council and the Community and equally, the Community and Council. The team are often the first point of contact and actively create / maintain relationships with customers, fostering a connection that extends beyond transactions and through to engagement. Equally, the team provide the 'voice of the customer' insights and information to teams within Council, ensuring the right information, at the right time, to the right people
Purpose of the Role:	As a Customer Engagement Representative (CER) , you'll be the friendly face and helpful voice of the Council. You'll be the first point of contact for our community—whether it's in person, over the phone, by email, or through digital channels. Every interaction matters, and your role is to make sure people feel heard, supported, and valued. You'll help customers with applications, registrations, enquiries, complaints, and information requests, aiming to resolve issues quickly and effectively. This is a role where no two days are the same—you'll be part of a collaborative team that works together to deliver great service and keep things running smoothly for the Kāpiti Coast community.

If you enjoy helping people, solving problems, and making a positive impact, this role is for you.

This role is responsible for establishing and maintaining effective, co-operative, and professional working relationships with all stakeholders including:

- Internal Customers:** Customer Engagement Supervisor
Customer Experience Team Leader & Manager
All Kapiti Coast District Council staff and management.
- External Customers:** Members of the public, rate payers & residents.
Developers, Contractors and Suppliers.
Other Local Authorities including Greater Wellington Regional Council.

Key Responsibilities & Outcomes

We need all staff to demonstrate behaviours that underscore 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 Te Tiriti o Waitangi within the context of a local authority.

Personal Key Results & Requirements

- Demonstrate commitment to organisational values through behaviour that is consistent with our caring, dynamic and effective approach to customer service.
- Contribute collaboratively, positively, and effectively to the operation of the team, Group, and organisation.
- Take responsibility for your own self-development to enhance skills and knowledge applicable to current and future positions.
- Exhibit behavior which is consistent with the understanding of Te Tiriti o Waitangi and its application for the Council.
- Develop and maintain knowledge of Council services, functions, policies, and relevant legislation.
- Keep up to date with topical issues, events, and relevant government and non-government agency services to support customer referrals.
- Generate and manage service requests in the KCDC system, maintaining templates, updating knowledge, resources, and reporting on response and resolution performance.

Essential Skills, Knowledge and Experience

- Communicate clearly and confidently, both in writing and in person.
- Has a strong customer service background and can handle challenging situations with professionalism and empathy.

- Can juggle multiple tasks, stay calm under pressure, and keep attention to detail.
- Builds positive relationships and works well with others—teamwork is key.
- Manages time effectively and can work independently when needed.
- Is comfortable using Microsoft Office and digital tools.
- Brings great listening and questioning skills to advocate for and understand customer needs.
- Uses initiative, can make sound decisions and solve problems effectively.
- Thrives in a busy, fast-changing environment and adapts quickly.
- Holds a current and valid NZ driver's licence

Health and Safety

At Kāpiti Coast District Council the health, safety and wellbeing of our people is a top priority.

All employees have a responsibility to work towards keeping a safe and healthy work environment by following all safe work methods, identifying workplace risks and hazards, using appropriate safety equipment, actively participate in rehabilitation and return-to-work plans while following and working to Kapiti Coast District Councils Health and Safety policy.

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.

Te Tiriti o Waitangi

Kapiti Coast District Council has a responsibility to contribute to meeting obligations under Te Tiriti o Waitangi. Meeting our commitment to Te Tiriti will contribute towards creating an organisation that is grounded, dynamic and resilient and supports our organizational values of being Caring, Dynamic and Effective in how we work.

Civil Defence, Emergency Management and Business Continuity Duties

All staff of Kāpiti Coast District Council is required to undertake Civil Defence and/or Emergency Management training.

Our customer engagement role in a civil defence emergency may require you to work after normal business hours.

The Council 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.

JD APPENDIX - GENERIC ORGANISATIONAL COMPETENCIES

Leadership	<ul style="list-style-type: none"> • All employees of the Council are expected to be leaders in supporting the Council's vision, role modelling the delivery of consistent high customer service levels to internal and external customers and championing Council values. • benefit of all, the delivery of work programmes and the achievement of strategic priorities; embed strong leadership within their team and across the wider Council leadership group that drives increased diversity, engagement, capability and performance.
Legislative Compliance	<ul style="list-style-type: none"> • 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).
Customer Service	<ul style="list-style-type: none"> • 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. • Always maintain confidentiality.
Teamwork	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Ensure all financial activity is conducted in accord with current policy and procedures. • Ensure you work within your financial delegation.
Monitoring and Reporting	<ul style="list-style-type: none"> • Ensure any written reports are produced using Council standard templates and are provided within the required Peer Review timeframes. • Review, monitor and report on activity or projects as required by the manager.
Relationship Management	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Take responsibility for ensuring Council information is stored with the appropriate accessibility in the designated systems, using processes and tools as described in the current Information Management Policy.