

JOB DESCRIPTION

September 2025

Title & Reporting Relationships

| | |
|---------------------------------|--|
| Position Title: | Customer Engagement Representative, Te Kai Maangai Whakaanga Kiritaki, Customer Experience Team, Customer and Community Group |
| 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 Role: | <p>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.</p> <p>The Customer Engagement Representative (CER) role is a part of the Customer Experience Team within the Customer & Community Group. The CER's play a key role in Councils' daily customer interactions to our external and internal customers. You will be the first point of contact for face to face, telephone, email and digital contact with customers and clients of Council, providing a professional, efficient and friendly customer experience to the public of the Kāpiti Coast community by:</p> <p>Receiving, processing and/or responding to all relevant applications, registrations, enquiries, complaints and information requests received in accordance with the requirements specified by the various teams of the Council with a commitment to first point of resolution for customers. These include all those made in person or by phone, e-mail, and digital customer channels.</p> <p>You will work collaboratively with your team and stakeholders ensuring tasks and responsibilities are</p> |

completed efficiently. Working between our service centres and call centre.

In accordance with Council's cash handling procedures, you will: Perform all payment responsibilities and tasks for front counter transactions. Including all associated tasks of till balancing, banking, reports, filing, ensuring an appropriate audit trail is maintained.

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 AND OUTCOMES

In the current local government environment, Council must be well positioned and supported to meet the current and future needs of our communities for good quality local infrastructure, local public services, and performance of regulatory functions in a way that is cost-effective for businesses and residents. 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 influences 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.

We require 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.

Functional Key Requirements

The customer engagement team is the first point of contact all customer interactions with Council. You will contribute to providing a professional, friendly and helpful customer experience to the public of the Kāpiti Coast community by:

- Greeting and welcoming all customers and assist with their enquiries, gathering relevant information to assess their needs and either resolve, refer or redirect in line with the council's process's, procedures and policies. Submitting requests within required timeframes through councils' official processes.
- Accurately process, allocate and reconcile financial transactions from our service centers in accordance with Council's cash handling procedures.

- Gather and report on all customer related information in line with department requirements.
- Provide feedback and/or suggestions for improvements and solutions that are identified within your work responsibilities.
- Actively participate and engage in all required training programmes.
- Receiving applications for Council services ensuring Council policy and procedures are complied with.
- Assisting with key services & forms including bonds for Council facilities, liaising with the hirer and appropriate council staff where required.
- Booking building inspections to assist our building inspections team - ensuring Council policy and procedures are complied with.
- Assisting other staff within the organization.

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.

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

- Effective interpersonal skills, able to communicate clear and effectively with a proven customer centric ethic.
- Strong customer service experience, skilled at conflict management with the ability to handle challenging situations professionally.
- Ability to multitask, work under pressure and prioritise effectively while maintaining accuracy.
- Demonstrated ability to build and maintain effective professional working relationships with all key stakeholders, including with other council staff members based on a collaborative, collegial and cooperative working style.
- Effective time management skills and ability to work effectively without supervision and collaboratively as an effective team member.
- Demonstrated experience using a POS system as well as experience in processing payments, cash handling, Eftpos, receipting, reconciliation and banking.
- Experience in Microsoft office and comfortable in using digital tools and systems.
- Holder of a current and valid NZ Drivers' licence.

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.

Staff will contribute to the promotion of Te Tiriti o Waitangi and the involvement of Māori within the decision-making process for matters related to and important to them within the Council management processes and procedures.

Inclusion of Te Tiriti o Waitangi within all aspects of the role and its outcomes is necessary, while ensuring the engagement processes include appropriate mechanisms to meet the needs and aspirations of our hapori Māori, informed by our mana whenua partners – in an appropriate and safe manner.

To give effect to our responsibilities and achieve our respective outcomes – Tiriti training will be appropriate and organised through Te Rōpū Hononga ā-Iwi / Iwi Partnerships Group.

•

Civil Defence, Emergency Management and Business Continuity Duties

All staff of Kāpiti Coast District Council may be required to undertake Civil Defence and/or Emergency Management duties in the event of an emergency. (Training will be given as appropriate.) Staff will also be required to assist with maintaining business continuity in the event of a disruption to Council business and/or the impact of a pandemic by undertaking duties in accordance with how the Council responds to the interruption.

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.

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. • Leaders are expected to actively contribute to achieving the Council's aspirations with respect to the relationships with Te Āti Awa ki Whakarongotai, Ngāti Toa Rangatira and Ngā Hapū o Ōtaki; and be willing and able to provide thought leadership and quality advice to enable our elected members to make good decisions. • People Leaders are expected to: effectively build and maintain an engaged, healthy, thriving and high performing team; ensure their people are current in their knowledge of legislation and training is available to keep pace with best practice. • Ensure people policy and practices are consistently observed and implemented and opportunities exist for ongoing professional growth and development; ensure their people are consistently working collaboratively with other Council teams in the delivery of operational and strategic outputs; effectively manage day to day work output and timeframes; schedule and conduct regular team meetings to enable opportunities for team members to be informed and up to date in their areas and those areas that cross over with other teams. • Ensure individual team member performance is monitored, reviewed with appropriate and timely feedback, and written performance reviews are formally completed in a timely manner; ensure adequate provision of backup/cover for team members; establish an effective performance culture within their team, including ongoing performance appraisals with clear performance indicators and consistent standards. • Team Leaders/Supervisors/Managers are accountable for the leadership, support and coaching of their team members, the fostering of a teamwork approach to the delivery of both the team and the Group's outputs, and the identification of training and development as appropriate; enable, create and encourage linkages across the Council and the region for the 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). |
| Project Management | <ul style="list-style-type: none"> • Effectively manage assigned projects to ensure on time and within budget, monitor and report regularly to manage risk and provide updates to key stakeholders. • Ensure documentation is current, available as required and is prepared using Council standard templates/documentation. |

| | |
|---------------------------------|---|
| | <ul style="list-style-type: none"> • Ensure Council processes and procedures are complied with. |
| 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. |