



**South
Waikato
District
Council**

CUSTOMER SERVICES OFFICER

SOUTH WAIKATO DISTRICT COUNCIL

SEPTEMBER 2024

Healthy people thriving in a safe, vibrant, and sustainable community.

To provide a safe, clean, and healthy environment in which all people have the opportunity to participate and share – we are looking for people to join our supportive team, promising frank and honest communication among our members, and creating a safe and friendly workplace to enable common sense, innovation, and efficiency.

TO BE REVIEWED: SEPTEMBER 2025

MISSION

To ensure that the Council’s long-term role is viable and sustainable by meeting the needs of our residents in a responsible caring way, attracting sustainable development while maintaining the traditional values, character, and culture of our people.

POSITION DESCRIPTION

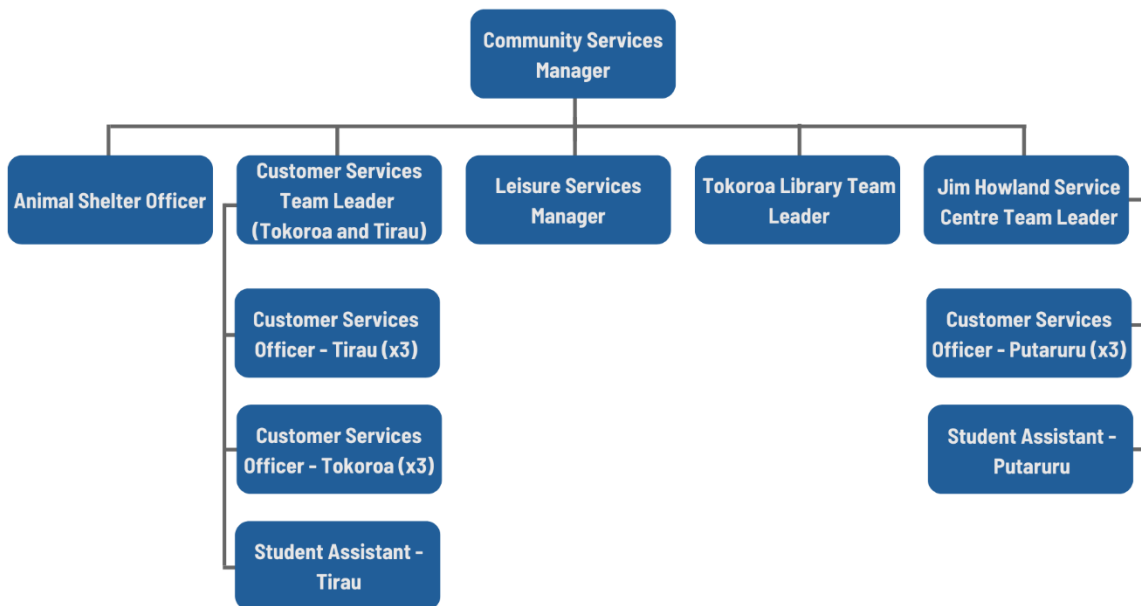
Customer Services Officer

To provide exceptional end-to-end council and library customer service by assessing and understanding the need of the customer and providing right solutions and advice, along with providing visitors to our region with relevant information on local attractions and businesses.

This position is primarily based in Tirau, however you may be required to work at any of the three customer service sites.

- POSITION SIZE: 10
- REPORTS TO: Customer Services Team Leader
- GROUP: Community Services, Delivery
- POSITION APPROVAL: Executive Manager – Delivery
- NUMBER OF DIRECT REPORTS: 0
- TENURE: Permanent Part Time, 0.4875 FTE (19.5 hours)
- BUDGET RESPONSIBILITY: 0

TEAM STRUCTURE



ACCOUNTABILITIES & OUTCOMES

CUSTOMER SERVICE

Delivery of proactive, timely support and information to customer who contact the council in person and via phone and email.

Customer transactions are enhanced through utilising council databases, systems and technology.

Customer requests are responded to promptly by providing relevant information or initiating transfer to other areas for action (service requests).

Receipting and balancing of monies follow process and discrepancies are promptly resolved.

PROMOTING OUR REGION

Visitors are provided with information about local attractions in the region.

Local businesses are promoted to visitors.

LIBRARY SERVICES

Customers are supported in using library resources, technology, and books, and library programmes and outreach are promoted.

The library space is inviting and interactive for customers.

CONTINUOUS IMPROVEMENT

A proactive approach to improving and enhancing customer service processes is encouraged.

ABOUT YOU

REQUIREMENTS

Demonstrative decision-making skills.	Qualification and/or relevant experience in customer service/business support or other relevant discipline.	Holds current valid Driver's License.	High degree of digital literacy and competency.
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ABILITIES

- ✓ Demonstrate exceptional customer service and a can-do attitude.
- ✓ Ability to interact in a professional manner with a range of customers.
- ✓ Enthusiasm, team commitment and outstanding relationship skills.
- ✓ Work well within a collaborative team environment to develop rapport with council managers, staff and community members.
- ✓ Demonstrate decision making and problem-solving skills.
- ✓ An understanding and knowledge of the South Waikato region and our communities.
- ✓ Effectively defuse and resolve conflict.
- ✓ Deliver with a high level of accuracy and attention to detail.
- ✓ Practice sound judgement, confidentiality, and discretion.
- ✓ Confidently use IT systems and software including Microsoft suite, internet/intranet recruitment systems, databases, and online meeting software.
- ✓ Maintain a high level of professionalism in written, verbal, and interpersonal communication.
- ✓ Embrace a culture of transformation and change.

BEHAVIORS



Going the extra mile for our customers



Strong internal and external relationships



The principles of Te Tiriti O Waitangi



Participating in Council's Civil Defense response

Signed: Dated:

NAME