

# JOB DESCRIPTION



<b>Position</b>	<b>Customer Support Officer</b>
<b>Reports to</b>	<b>Customer Support Team Leader</b>
<b>Held by</b>	<b>Vacant</b>
<b>Date</b>	<b>July 2022</b>
<b>Hours of work</b>	<b>Part-Time, 9:00am – 4:00 pm, Monday to Friday</b>
<b>Staff reporting</b>	<b>Nil</b>

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## **Purpose of position**

*As a customer support team member, this role requires someone who will provide prompt, effective and professional service to all customers at the highest level.*

*To complete assigned tasks efficiently, effectively, and within set timeframes.*

*To assist in managing the Council's social media Messenger and online customer support services.*

## **Primary objectives**

- Ensure all customers receive consistent and accurate information.
- Maintain a comprehensive knowledge of all services activities and functions handled by the customer service team.
- Maintain a comprehensive knowledge of all digital customer service channels and promote these with customers.
- Ensure the phones are answered within required timeframes and use correct phone etiquette.
- Ensure reception/office area is tidy and presentable.
- Ensure response times to digital enquiries are quick and knowledgeable.

## **Key tasks**

- Ensure customer concerns/complaints are recorded on the Council's customer request database.
- Provide quality and consistent service to all internal and external customers by telephone, online, over the counter, email, and post.
- Process over the counter payments.
- Assist staff with potentially difficult customers.
- Assist with the processing of rates rebate applications.
- Oversee the procurement of office stationery supplies are maintained at an acceptable level.
- Provide administrative support to the Event/ Communications team
- Other duties as may be assigned by the Customer Support Team Leader.

### **Experience and knowledge**

- Excellent communications skills
- A good working knowledge of computer programmes, including Microsoft Word, Outlook and the internet
- Accurate data entry and word processing skills.
- Ability to work with minimum supervision, manage workflows in a logical and timely manner and prioritise tasks
- Must be flexible, adaptable and able to effectively plan, organise and manage workflows and resources.
- A positive "can-do" attitude together with an open and inquisitive mind
- Maintain a high level of confidentiality and customer service

### **Specific skills**

- Have the ability to communicate with people at all levels of the organisation.
- Be self motivated.
- Accurate data entry and word processing skills.
- Excellent English and telephone skills.
- Ability and willingness to take ownership of delegated responsibilities.
- Ability to think through issues and assist staff and customers resolve problems.
- Must be computer literate.

### **Personal qualities**

- Maintain a high level of personal and professional integrity.
- Be confident, enthusiastic, empathetic and self-motivated.
- Able to use initiative and express ideas clearly.
- Have the ability to handle difficult customers.
- Have the ability to foster team work and inspire confidence in staff and customers.
- Maintain a well groomed and professional appearance

### **Financial delegation**

Nil

### **Key relationships**

- Ratepayers and Residents

- Mayor and Councillors
- Other Council staff

### **Occupational health and safety**

The employer and employee will meet their obligations under the Health and Safety at Work Act 2015.

The employer's duties include ensuring, so far as is reasonably practicable:

- The provision and maintenance of a safe working environment for employees and others in the workplace.
- The provision and maintenance of facilities for the welfare of employees while at work
- The provision of necessary training instructions to employees.
- The provision and maintenance of safe machinery, equipment, and working arrangements.
- The provision of suitable procedures to deal with work emergencies.
- That health and safety employee engagement and participation practices are in place.
- That it consults and cooperates with other businesses operating in the same workplace(s).

The employee will follow the employer's health and safety rules and procedures (Gore District Council's health and safety manual). The employee will take reasonable care to look after their own health and safety at work, their fitness for work and the health and safety of others.

Examples of how the employee can take reasonable care include:

- Following all health and safety rules and instructions.
- Participating in health and safety discussions.
- Taking reasonable care that their actions (or inactions) do not cause harm, or risk of harm, to themselves or others.
- Not reporting for duty under the influence of alcohol or drugs that impair their performance or fitness for work.
- Wearing all the necessary personal protective equipment and clothing.

The employee must report any potential risks, accidents, incidents and near misses so that the employer can investigate or eliminate or minimise harm or risk of harm.

Failure to follow reasonable health and safety rules (including this clause) may be considered serious misconduct.

### **Confidentiality**

The employee, during the time of employment and after termination of employment, will keep confidential any knowledge or information which may be acquired during the course of or incidental to that employment with the Gore District Council concerning any members, staff, customers or clients of the Gore District Council or other confidential matters with which the Council may have been involved.

**Property**

Following termination of employment, the employee shall deliver to the Gore District Council all materials, papers, documents, uniforms and any other property of the Gore District Council before a final pay will be settled.

**KiwiSaver**

The Council makes a matching employer contribution or either 3% or 4% to any approved KiwiSaver scheme. The employee can elect to make a 3%, 4%, 6%, 8% or 10% contribution.

**Civil defence**

To take part in Civil Defence training programmes and exercises in order that the officer is able to assist effectively in a civil defence emergency.

**Other**

The Council encourages job specific training and professional development and offers a collegial and friendly working environment.

An individual employment agreement will be entered into with the successful candidate.

# **RURAL CITY LIVING**