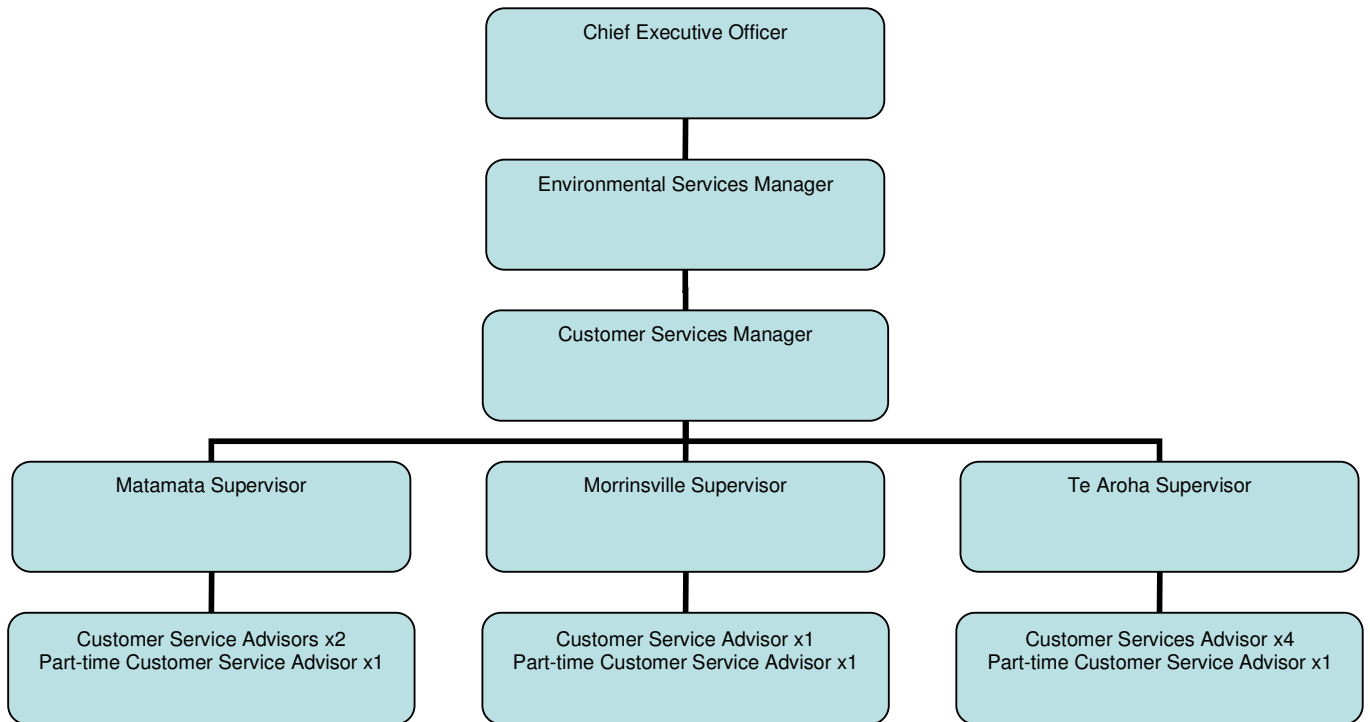


POSITION DESCRIPTION



Job title:	CUSTOMER SERVICES ADVISOR
Responsible to:	Customer Services Supervisors
Responsible for:	Nil
Position purpose:	This job exists to: Deliver an effective and efficient service to the Public by dealing with all enquiries and complaints in a courteous and helpful manner. Provide the interface between the Matamata-Piako District Council and its Customers through the Call Centre or at the Counter. To be fully conversant with Council's service delivery systems and functions and ensure the majority of all enquiries can be completed at first point of contact. Provide administrative/technical support to internal and external customers as required.
Financial delegation	This position has no allocated budget Financial responsibility exists for accuracy when calculating fees or authorising refunds.
Date:	3 September 2008

Organisation Context:



The Way We Work:

At Matamata-Piako District Council we strive for continuous improvement and to set the standard in Local Government. At MPDC we aim to be:

Bold, *Brilliant*, The Best!!

We have determined six key organisational values which summarise how we want to operate. These values in turn link to the Expected Behaviours which form part of our Performance Development System for all staff in Matamata-Piako District Council.

At MPDC we:

- *Put customers first*
- *Operate with integrity*
- *Have a Can-Do attitude*
- *Are team players*
- *Respect people*
- *Look for smarter ways*

The Role of Council is to:

- facilitate the identification and achievement of desired community outcomes
- provide community infrastructure and other services that contribute to the achievement of community outcomes
- act as a community leader, planner and to promote and support the social and economic development of the district with due regard to the present and future unique environment of the district
- administer the regulatory function

Areas of Responsibility

Activity area includes the assets of:

- Service Delivery
- Council Policies and Procedures
- Systems Administration
- Organisational Support
- Occupational Health and Safety

Important Functional Relationships:

This is an operational role and effective relationships are required with other staff that will provide financial, corporate, and strategic contributions to achieve corporate and community outcomes. See team responsibilities.

<u>External</u>	<u>Internal</u>	<u>Committees/Groups</u>	<u>Team Responsibilities</u>
<ul style="list-style-type: none"> ▪ General Public ▪ Ratepayers ▪ Owner Occupiers ▪ Pensioners ▪ Real Estate Agents ▪ Solicitors ▪ Banks ▪ Other Local Authorities ▪ Funeral Directors ▪ Police ▪ Charitable Trusts ▪ District Court ▪ Funeral Directors ▪ Consultants ▪ Architects ▪ Insurance Companies ▪ Builders ▪ WINZ ▪ Internal Affairs ▪ Environment Waikato 	<ul style="list-style-type: none"> ▪ All staff ▪ KVS ▪ Pools ▪ Libraries ▪ Information Centres 	<ul style="list-style-type: none"> ▪ CAB ▪ Charitable Trusts ▪ Sports Groups ▪ Schools ▪ Sport Waikato ▪ Keep Matamata Beautiful ▪ Greypower ▪ Probus ▪ Rotary ▪ Non profit organisations 	<ul style="list-style-type: none"> ▪ See key accountabilities

Key Accountabilities:

The position of Customer Services Officer encompasses the following functions or Key Accountabilities:

- ❑ Enhancement of customer satisfaction through consistent, responsive and polite handling of enquiries, actions and complaints.
- ❑ Able to deal with complex enquires, diffusing heated situations, working through issues, problem solving where possible and offering alternatives.
- ❑ Providing technical expertise in all key accountabilities.
- ❑ Provide first point of contact for all MPDC customers by counter, phone, fax and internet with being a centre for excellence of knowledge of all facets of Council business.
- ❑ Be responsible to ensure the effective and efficient implementation of all Customer Services procedures delegated to the team.
- ❑ Maintain a professional image and environment whilst retaining a smile
- ❑ Ensure 80% of all requests for service/information can be answered at first point of call.

The requirements in the above Key Accountabilities are broadly identified below:

Jobholder is accountable for	Jobholder is successful when
<p>1 CUSTOMER SERVICE</p> <ul style="list-style-type: none"> ❑ Work practices to reflect the corporate vision values and expectations ❑ Provide first point of contact for all MPDC customers by counter, phone, fax and internet with being a centre for excellence of knowledge of all facets of Council business. ❑ Be responsible to ensure the effective and efficient implementation of all Customer Services procedures delegated to the team. ❑ Establish the customers' needs, wants and expectations. ❑ Ensure 80% of all requests for service/information can be answered at first point of call. ❑ Initiate request for services in all Council processes within agreed timeframes. ❑ Observe and report any customer feedback highlighting any service delivery issues. ❑ Maintain a professional image and environment whilst retaining a smile. ❑ Be available to provide out of hours assistance in the event of emergency events. ❑ Ensure security of buildings, by signing in all contractors and visitors. 	
<p>2 CALL CENTRE</p> <ul style="list-style-type: none"> ❑ Adhere to Customer Services Target of answering all incoming calls within 20 seconds with no more than 5% lost 	

<p>calls.</p> <ul style="list-style-type: none"> ❑ Ensure 80% of all requests for service/information can be answered at first point of call. ❑ Able to answer, interpret and prioritise customer enquiries relating to Accountabilities 1-14. ❑ Maintain in/out board for staff absences. ❑ Document customer needs with text notes, emails and messages to appropriate staff. ❑ Provide information and contacts for community enquiries outside Council eg CAB, IRD, WINZ, Opus, Transit, etc. ❑ Make recommendations and give advice and options, so that the customer feels comfortable and confident. ❑ Log phones into day and night mode ensuring that Customer Services are all grouped in to receive incoming calls. ❑ Clear after hours messages by taking ownership and responding to these in a timely manner 	
<p>3 FINANCE AND BUSINESS</p> <ul style="list-style-type: none"> ❑ Accurately receipt all monies received via counter, mail, direct credit, also including external Council facilities. ❑ Prepare daily bankings, reconcile cash and produce associated reports as required under Councils Quality requirements. ❑ Responsible for petty cash functions. 	

<ul style="list-style-type: none"> ❑ Calculate journals for postage, courier, laminating and photocopying for interdepartmental costs. ❑ Prepare invoices to customers for the Memorial Centre, Headon Stadium and boardroom hire. ❑ Prepare accounts for the Waharoa Hall committee. ❑ Ensure safe storage and security while handling money adhering to Council policy and guidelines. 	
<p>4 RATES</p> <ul style="list-style-type: none"> ❑ Demonstrate competent knowledge of the rating act and advise customers accordingly. Understand confidentiality and privacy issues with rates information. ❑ Customer Services are responsible for giving accurate information on rates, eg, why we pay rates, rate increases, what the rates are used for, and what the properties are rated for. ❑ Advise customers on setting up automatic payments, direct debits, internet banking, tele-banking. ❑ Assist with the sensitive issue of rates arrears and debt recovery. Offering advice on alternative options, eg, rates rebates, Section 20. ❑ Identify customers who will have contiguous properties that will meet the criteria of having rate reductions. ❑ Advise customers of rates rebates availability. Customer Services administers all formwork, interviews and processing rates rebates. ❑ Responsible for making the decision as to whether a customer qualifies for a 	

<p>penalty waiver and arranging write offs.</p> <ul style="list-style-type: none"> ❑ Research Customers details in relation to rates accounts which are in credit. Process refunds and complete applications. ❑ Identify incorrect charges on rates, send request for corrections. ❑ Complete property settlement requests and final water meter readings from legal agents within agreed timeframes. 	
<p>5 ADMINISTRATION AND RECORDS</p> <ul style="list-style-type: none"> ❑ Log requests for service, following up requests in a timely manner, contacting the customer to update them and advise them once completed. ❑ Administer the booking of street stalls, facilities, cat cages, sound system, halls, parks and reserves, council rooms for customers and follow up with confirmation letters and information for keys. ❑ Add counter mail into document management, to correct file and assignee and scan to Alchemy. Respond to inwards correspondence. ❑ Complete register of interoffice mail and prepare for dispatch. ❑ Responsible for subdivision administration, which includes splitting files, sorting records, electronically moving data, copying data for all file lots. ❑ Assist with Elderly Persons Housing and Asset Community Facilities with tenancy administration and keys, liaising with tenants, and flat repairs. 	
<p>6 MARRIAGE LICENCES</p> <ul style="list-style-type: none"> ❑ Advise customers how to apply for 	

<p>marriage licence.</p> <ul style="list-style-type: none"> ❑ Explain criteria and check necessary documentation. ❑ Accurately prepare marriage licence certificates in accordance with the Registrar General. ❑ Maintain register and provide statistics for the Registrar General. ❑ Prepare monthly return for Registrar General and generate cheque request. 	
<p>7 CEMETERIES</p> <ul style="list-style-type: none"> ❑ Provide information to customers with plots, interments, layout of cemetery, plaques, ashes, RSA and memorial information, genealogy searches. ❑ Administers all applications for burials, liaise contractors and maintain records. ❑ Monitor the payment of reservations. Issuing reservation certificates once paid. ❑ Maintain professionalism and attention to detail at all times. ❑ Exhumations, liaise with Quality Officer, Parks and Reserves, and family, regarding applications. ❑ Provide on call service during Christmas and statutory holidays. ❑ Responsible for ensuring all cemetery enquiries/information are dealt with using a sensitive nature. 	
<p>8 ENGINEERING</p> <ul style="list-style-type: none"> ❑ Locate service lines and provide customers with plans for sewer, water, and stormwater. Advise and explain to customers the difference between 	

<p>private and public services and their responsibility.</p> <ul style="list-style-type: none"> ❑ Liaise with Councils contractors, regarding water breakdowns. ❑ Liaise with Police and Council Roding staff on abandoned vehicles. ❑ Issue stock movement permits, advising customers of safety requirements and bylaws. Maintain Stock Movement Calendar. ❑ Allocate refuse bags and recycling bins. Issue replacement bins. ❑ Liaise with external solid waste contractor regarding street refuse collection and complaints. 	
<p>9 ANIMAL CONTROL</p> <ul style="list-style-type: none"> ❑ Advise criteria for rebates, penalties, part fees and refunds to customers. Process applications for registration. ❑ Receive and check rebates applications, process and arrange property inspections. ❑ Manage and record dog complaints, lost and found database and impounding registers. Classify dangerous/menacing dogs under the Dog Control Act. ❑ Maintain Dogs Data base with accurate records and use of the National Dogs Database. ❑ Assist customers who've incurred infringements, resolving outstanding issues and defusing heated situations. ❑ Process infringements to Court, generate SP10 and final Court notices. ❑ Generate yearly renewal notices, testing data files and records and providing statistical information to the 	

<p>Animal Control Officer and Environmental Services Manager.</p>	
<p>10 BUILDING</p> <ul style="list-style-type: none"> ❑ Responsible for providing technical advice to customers. Check applications for compliance with accreditation procedures. ❑ Add application into databases, Co-ordinate for Building Control, Engineering and Planning. Suspend, invoice and issue consents, book inspections, issue Code Compliance certificates. ❑ Seeking mutual co-operation between Council and applicants in relation to timeframes and legislative requirements. ❑ Complete monthly building reports and statistics. Balance levies, refunds and DBH accounts. Generate Building Consent report for customers on issued consents. ❑ Maintain swimming pool register and inspections. ❑ Administer Warrant of Fitness database and register. Add and maintain compliance schedules, renewing and issuing reminder notices. ❑ Monitor operating procedures to identify any problems/improvements which may be required and recommend to Customer Services Supervisor. ❑ Participate in training and development to ensure appropriate skill levels are achieved and maintained. 	
<p>11 HEALTH LICENCES</p> <ul style="list-style-type: none"> ❑ Administer and maintain health, 	

<p>amusement devices, hawkers, mobile travelling shops and funeral director licences in accordance with legislative requirements.</p> <ul style="list-style-type: none"> ❑ Add in inspection records and provide reports on scheduled inspections. ❑ Responsible for monitoring overdue renewals, producing certificates and follow up letters. 	
<p>12 LIQUOR LICENSING</p> <ul style="list-style-type: none"> ❑ Administer and maintain all liquor licences in accordance with legislative requirements. ❑ Advise criteria for applying for various liquor licences. Offer alternatives/resources for training purposes. ❑ Complete administration for requesting associated parties authorisation and monitor returned information. ❑ Process certificates, letters and licenses. ❑ Prepare monthly statistics and return for Liquor Licensing Authority and generate cheque request. ❑ Monitor operating procedures to identify any problems/improvements which may be required and recommend to Customer Services Supervisor. 	
<p>13 PLANNING AND RESOURCE MANAGEMENT</p> <ul style="list-style-type: none"> ❑ Assist with customer enquires relating to the Resource Management Act and District Plan. ❑ Give advice on zoning issues, designations, protected trees, 	

<p>boundary requirements and coverage.</p> <ul style="list-style-type: none"> ❑ Provide appropriate applications, brochures, in relation to the consent type. ❑ Add applications into resource consents database, notify associated parties, finalise consents and add conditions for monitoring. ❑ Participate in training and development to ensure appropriate skill levels are achieved and maintained. 	
<p>14 LAND INFORMATION MEMORANDUM</p> <ul style="list-style-type: none"> ❑ Advise customers of the content of a LIM report, fees and statutory timeframes. Check applications for details and identifying the correct property. ❑ Responsible for accurately researching and compiling information and producing Geomedia maps. ❑ Authorised to sign completed report on behalf of Council and answer any further enquiries. ❑ Monitor operating procedures to identify any problems/improvements which may be required and recommend to Customer Services Supervisor. 	
<p>15 CUSTOMER AND COMMUNITY FOCUS</p> <ul style="list-style-type: none"> ❑ To ensure that the reputation of Council is enhanced and that a sound relationship with the district community is developed by maintaining an open policy for community participation and the distribution of information. ❑ Follow through on Request for Service (Quetzal) 	<ul style="list-style-type: none"> ➤ Agreed processes are used to enable a pro-active and positive Council interface with customers. ➤ Availability and readiness to meet and consult with individuals and community groups. ➤ Quetzal response times are met. ➤ Evidence of cultural perspectives in

<ul style="list-style-type: none"> ❑ To ensure cultural perspectives are reflected in all business practices. 	<p>consultation, with improved relationships and appropriate protocols observed.</p>
<p>16 CORPORATE/ORGANISATION CONTRIBUTION</p> <ul style="list-style-type: none"> ❑ Work practices to reflect the corporate vision values and expectations ❑ Demonstrate a willingness to participate in special projects. ❑ Foster co-operation between other teams for the benefit of the organisation ❑ Participate in the development, implementation and continual improvement of procedures and standards, to ensure the provision of quality services to both internal and external customers ❑ Ensure that all Health and Safety requirements as outlined in the Health and Safety policy are complied with. ❑ Assist Councils emergency management team in the event of a major disaster. 	<ul style="list-style-type: none"> ➤ Promote and express pride in your team and the organisation. ➤ Participate, express ideas and viewpoints at team group meetings. ➤ Contribute to corporate initiatives when required. ➤ ISO 9001:2000 quality management systems are continually improved and maintained. ➤ Ensure awareness of Health and Safety requirements and procedures. ➤ Assist in Councils emergency response actions as required.

Note

The above performance standards are provided as a guide only. The precise performance measures for this position will need further discussion between the jobholder and manager as part of the performance management process.

Work Complexity:

Most challenging duties typically undertaken:
<ul style="list-style-type: none"> ▪ Providing a buddy system for new Customer Services Officers. ▪ Ability to learn and retain a wide variety of information. ▪ Peak times have high demands eg rates, dogs, rubbish bags, rates rebates, health licenses. ▪ Dealing with angry and difficult customers – Call centre roll is one of high pressure with irate customers. ▪ Dealing with opposing view points and trying to resolve conflicts ▪ Is able to form judgements and make decisions within known parameters. ▪ Understanding and updating processes for Council Policy and legislation as this is constantly changing. ▪ Undertake project work and additional responsibilities as negotiated with the Customer Services Supervisor/Manager

Key Relationship Skills:

Key internal and/or external contacts	Nature of the contact most typical <i>(eg courtesy, giving/receiving information, explaining things, liaising, advising, gaining cooperation, facilitating, influencing and persuading, resolving minor conflicts, mediating, negotiating, formal negotiation, supervising, leading.)</i>	Frequency of interaction D - daily / W - weekly M - Monthly
See "Functional Relationships" - All of these	Everything except formal negotiation, mediating, leading, supervising	D

Examples of the situations which require the use of the highest level of communication or influencing skills.

Complaints
Rates increases/rebates/arrears
Dog registration/infringements/micro-chipping/overdue fees/classifications
Building timeframes/legislation/fees
Cemetery - sensitive issues

Examples where the role co-ordinates or provides coaching or monitors the work of other people not reporting directly to the role (e.g. contractors)? Two examples, how often?

Outside staff - daily
Other customer service advisors - daily

Person Specification:

This section is designed to capture the expertise required for the role at the 100% fully effective level. (This does not necessarily reflect what the current jobholder has.) This may be a combination of knowledge / experience, qualifications or equivalent level of learning through experience or key skills, attributes or job specific competencies.

Knowledge / Experience

Essential <i>(indicate years of experience required as appropriate)</i>	Desirable
<ul style="list-style-type: none"> ▪ 2-3 years experience in a Customer Services environment ▪ Ability to work under pressure ▪ Cash handling experience ▪ Strong, verbal and written communication skills ▪ Sound computer literacy and numeracy skills 	<ul style="list-style-type: none"> ▪ Local Government Experience ▪ Call Centre Experience ▪ Local knowledge
<ul style="list-style-type: none"> ▪ Strong people skills, ie, friendly, empathy, caring 	<ul style="list-style-type: none"> ▪

Qualifications (or equivalent level of learning)

Essential	Desirable
<ul style="list-style-type: none"> ▪ NCEA level 1 & 2 (6th form certificate) ▪ Advanced Computer Skills 	<ul style="list-style-type: none"> ▪ Certificate in Call Centre Operations

Key Skills / Attributes / Job Specific Competencies

The following levels would typically be expected for the 100% fully effective/'job well done' level:

Expert level	
Advanced level	
Working Knowledge	
Awareness	

Key Behaviours

All employees are measured against the following **Key Behaviours** as part of Performance Development:

- Commitment/ Personal Accountability
- Professional/Technical Expertise
- Teamwork
- Customer Focus/Creating Value for Customers
- Effective Communications & Relationships
- Leadership (Managers)
- Coaching for Performance (Managers)
- Strategic Perspective – Management Competency (Exec Team)

Change to job description:

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment– including technological requirements or statutory changes. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle or as required.

Position Holder

Date

Manager

Date