

## Team Leader – Contact Centre

To lead and co-ordinate the activities of the Customer Services contact centre, with the objective of providing resolution of enquiries at the first point of contact, and to assist in developing a culture of Customer First.

### Our tikanga

#### **Whanaungatanga**

*(fostering relationships and a sense of connection)*

- We build on relationships established through shared experiences and working together.
- We get to know each other and take time to greet each other.
- We create opportunities to build relationships and share knowledge with a diverse range of people.
- We value the people around us and their unique contribution to the organisation.

#### **Manaakitanga**

*(showing respect and care for others, hospitality, kindness and support)*

- By showing manaaki we lift the mana (prestige) of all involved.
- We are part of the community and care about outcomes for external and internal customers.
- Our interactions with customers will respect and support their needs.

#### **Kotahitanga**

*(unity, solidarity, togetherness and collective action)*

- We have one shared direction and we all work together towards achieving it.
- We will stop doing anything that strays us from the agreed path to success.
- Our processes lead us to unified outcomes for our customers.
- We speak as one voice.

#### **Atawhaitanga**

*(protection, stewardship, trust and a responsibility for long term outcomes)*

- We deliver our responsibilities in the management and sustainability of our District in a trustworthy way.

We collaborate and establish partnerships that enhance our role in the social, environmental, economic and cultural wellbeing of our communities.

### Our expectations

As part of the Whangarei District Council we want to work as a team to deliver the best outcomes for our district. We are building our organisational culture around the principles of delivering for our customers, our organisational values, working together, and focussing on outcomes rather than tasks.

That means we will:

- provide strong customer service to all our customers
- operate collaboratively as a total Council team, and
- deliver our services in a way that is best for the district (as opposed to best for the Council).

In short, we want you to think about what we are trying to achieve, and then work as a team to provide great services to the residents of our district.

Team Leader – Contact Centre – that’s your primary task at Whangarei District Council. But working with us is much more than simply completing the task – it’s about how you go about doing the task, how you make a difference to the organisation, the ways you work with others, and how you deliver the best services to the district.

We’re crafting a new way of working together here at Council. We think each of us has a key role to play in making our district a great place to live. We do that by giving superb service to our customers; we do it by working together as a group; we do it by building a culture where we can all contribute our ideas; and we do it by focusing on our outcomes.

Where appropriate, we want you to be part of cross organisational teams, to bring your solutions to the table, and to work with those teams to implement them.

## What you will do

- Build strong and effective teams capable of providing services of the highest quality.
- Ensure staff training and development is maintained at a level that reduces the department's reliance on sourcing external contractors.
- Monitor and achieve performance measures in the Annual Plan/LTP.
- Meet the financial targets agreed in consultation with the manager and achieve best value for money.
- Continually monitor and improve systems, methods, efficiency and the quality of services provided to customers.
- Identify and assist in planning for future demands of the team and customer service.
- Ensure appropriate deployment of resources to cover customer care needs.
- Consistently work throughout Council for improvement in business continuity and seamless delivery to the Customer.
- Ensure that information provided is in compliance with relevant legislation.
- Constantly review processes to create value in our service provision.
- Work in partnership with Departments, Project Groups and Data Quality Group to deliver outcomes.
- Grow internal/external partnerships to focus on future direction of the interaction of CS.
- Customer delivery is preemptive in delivery and planned to deliver one stop service.
- Customer Services delivers within financial framework.
- Create a team environment that fosters and develops effective working relationships, high performance and service of the highest quality.
- Ensure team members are mentored and coached effectively throughout recruitment, performance management and training and development.

## What we all do

- Demonstrate a commitment to cultural awareness in all aspects of work and development.
- Demonstrate a commitment to Council's Diversity policy in all aspects of work and development.
- Embrace training and professional development opportunities for continuing improvement.
- Undertake Civil Defence Emergency Management responsibilities if required

## Customer service

- Demonstrate a "customer first" culture within the team, department and in the wider organisation.
- Act as a Customer Advocate in the team, department and in the wider organisation.
- See customer feedback as an opportunity to improve service.
- Develop partnerships within the organisation to meet customer needs.
- Contribute to the development of customer focused policies and procedures.

## Health and safety

- Ensure you and your team members accurately and promptly report all accidents, incidents and risks by the end of the working day.
- Keep yourself and others safe.
- Adhere to all Council Health & Safety policies, procedures and guidelines.

## What you will bring

- Diploma level qualification in customer service or similar experience
- Experience in a customer oriented position in a medium to large organisation.
- Experience in system management and assessment
- Customer Focus with exceptional problem solving and relationship management skills
- Experience in developing People

# Delegation

## Financial responsibilities

\$5,000

