

## Customer Services Officer (Casual) Vacancy ID516287

### We are the Clutha District Council and we're looking for outstanding talent to join our Finance Team

You will be our first point of contact at our Rosebank office for our public interface and will assist all customers in a timely, effective, and friendly manner.

You'll be part of a supportive team environment and workplace culture doing varied and meaningful work that makes a difference to our communities. If this is what you're looking for, we'd love to hear from you.

**For confidential enquiries** Please contact Sharon Jenkinson, Finance Manager on 027 4128 002 or email [sharon.jenkinson@cluthadc.govt.nz](mailto:sharon.jenkinson@cluthadc.govt.nz)

**Vacancy closes** Monday, 10/5/21

**Salary** Pay ranges from \$45,600 to \$53,685 per annum gross, dependent on relevant qualifications, experience, and skills.

**To apply** Go to <https://cluthadc.recruitmenthub.co.nz/> where you can complete an application form and upload your CV and covering letter. Or you can send a hardcopy to: Vacancy, Clutha District Council, PO Box 25, Balclutha 9240

Please go to [www.cluthadc.govt.nz](http://www.cluthadc.govt.nz) for information about the Clutha District and this council.

**Privacy Act Provisions** The information you provide on your application for employment will be collected and held by the Clutha District Council. This is collected for the purpose of assessing your suitability for employment by the Clutha District Council, which may include subsequent changes in employment with the Council, and to meet Council's information requirements as a potential employer. You have a right of access to personal information held by the Council and may seek correction of such information to ensure accuracy.

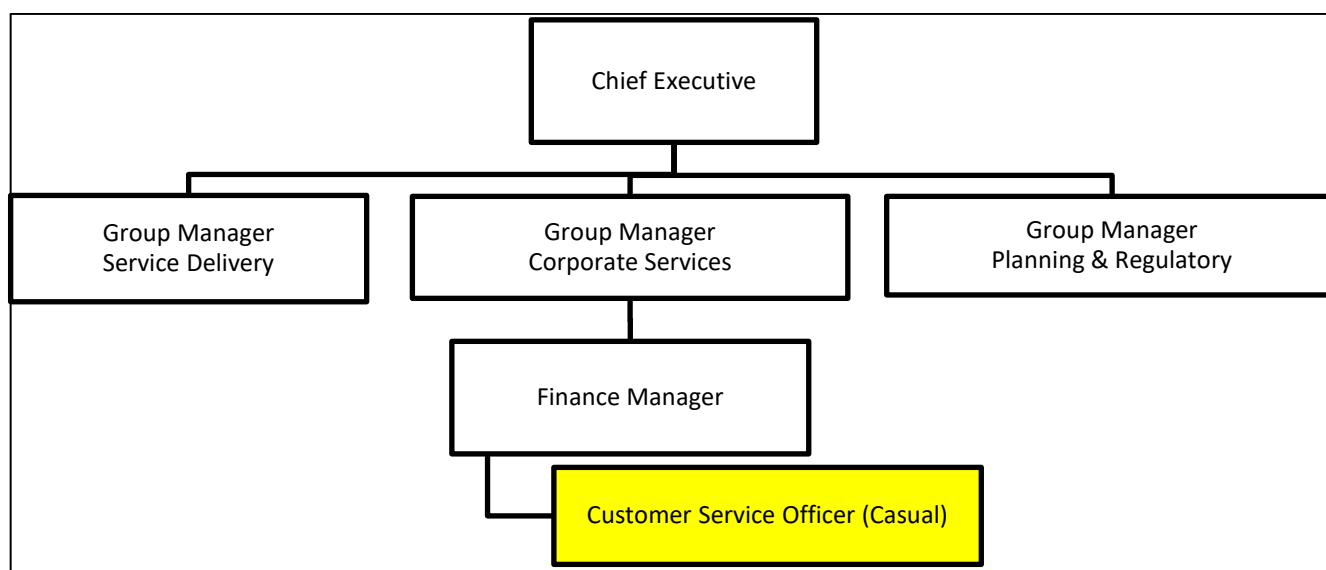
**Vacancy Process**

- All applications will be acknowledged to the email address provided in your application.
- After the closing date, relevant staff will shortlist the applicants for the interview process.
- We really like to read your cover letter - an incomplete application is less likely to lead to success.
- Those applicants selected for interview will be contacted by us to arrange a date/time.
- If you are selected for an interview, be prepared to sign a police vetting form authorizing the Clutha District Council to seek a police report on you.
- We will notify unsuccessful applicants at an appropriate stage of the recruitment process. We are not obliged to provide a reason why you were not successful with your application.
- All employees must be legally entitled to work in New Zealand.

## Job Description

<b>Job Title</b>	<b>Customer Service Officer (Casual)</b>
<b>Date</b>	April 2021
<b>M Files</b>	516285
<b>Group/Department</b>	Corporate Services
<b>Team</b>	Finance/Administration
<b>Location</b>	Based at the offices of the Clutha District Council, 1 Rosebank Terrace, Balclutha with possible occasional work at other Council premises and activities within and around the Clutha District
<b>Employment Period</b>	Permanent
<b>Hours of Work</b>	Casual, as and when required
<b>Responsible to</b>	Finance Manager
<b>Responsible for</b>	No staff report to this position
<b>Job Summary and Purpose</b>	Act as first point of contact for the public interface of the Clutha District Council. To assist all customers of the Council in a timely and efficient manner, whether in person, by telephone or electronically.

### ORGANISATIONAL CONTEXT



## Key Result Areas

- Teamwork
- Customer Services
- Administration and Support

Job Holder Is Accountable For	Performance Standard
<b>KEY RESULT AREA <i>Teamwork</i></b>	<b>Measures</b>
<ul style="list-style-type: none"> <li>• Maintaining a team environment that fosters and develops effective working relationships and high performance.</li> <li>• Participating in on the job training and engage in work at other council premises as required.</li> </ul>	<ul style="list-style-type: none"> <li>• Staff collaborate to ensure all activities completed according to council procedures in an efficient and timely manner.</li> <li>• Staff liaise with casual staff to cover absences and provide cover and/or assistance as required.</li> </ul>

Job Holder Is Accountable For	Performance Standard
<b>KEY RESULT AREA <i>Customer Services</i></b>	<b>Measures</b>
<ul style="list-style-type: none"> <li>• Acting as Council's interface with the public by providing a friendly and professional first point of contact at the front counter; including electronic, personal and telephone contact. Accept responsibility for each customer enquiry received.</li> </ul>	<ul style="list-style-type: none"> <li>• Incoming telephone calls are answered politely and promptly.</li> <li>• All customers receive consistent and accurate information and advice.</li> <li>• Technical queries are directed to appropriate staff.</li> <li>• Statutory and public documents and information pamphlets are available, they are current and attractively presented.</li> </ul>
<ul style="list-style-type: none"> <li>• Provide positive, prompt, and efficient services which value the customer and best serve the community and the environment.</li> </ul>	<ul style="list-style-type: none"> <li>• Customers are treated with courtesy, respect, and cultural sensitivity. Their needs are understood, and they receive a prompt, accurate response.</li> </ul>
<ul style="list-style-type: none"> <li>• Accepting and processing payments from customers.</li> <li>• Ensure all payments are accurately receipted and banked daily.</li> </ul>	<ul style="list-style-type: none"> <li>• Monies balanced and prepared for banking, internal controls maintained, and all monies properly accounted for.</li> </ul>
<ul style="list-style-type: none"> <li>• Processing service requests and complaints as required.</li> </ul>	<ul style="list-style-type: none"> <li>• Determine the exact nature and extent of all requests, to initiate and/or conclude a course of action.</li> <li>• Monitoring progress of requests and ensuring customers are receiving the service they expect.</li> </ul>
<ul style="list-style-type: none"> <li>• Developing knowledge and skills for the position via on the job training and attending identified training courses.</li> </ul>	<ul style="list-style-type: none"> <li>• Customers are kept informed, staff are up to date, positive feedback is received and there is positive participation in training sessions.</li> </ul>
<ul style="list-style-type: none"> <li>• Maintaining a comprehensive knowledge of all services, activities and functions handled by the team.</li> </ul>	<ul style="list-style-type: none"> <li>• Responses to queries and requests are accurate and directed to the correct Council staff member when required.</li> </ul>
<ul style="list-style-type: none"> <li>• Maintaining an up to date working knowledge of all computer applications and technology utilised by the team.</li> </ul>	<ul style="list-style-type: none"> <li>• Proficiency demonstrated in use of all applications and technology.</li> </ul>

Job Holder Is Accountable For	Performance Standard
Key Result Area <i>Administration and Support</i>	Measures
<ul style="list-style-type: none"> <li>Supporting the administration and maintenance of various Council activities and operations.</li> </ul>	<ul style="list-style-type: none"> <li>Effective centralised support is delivered to Council within approved procedures and guidelines.</li> <li>Accurate bookings are made.</li> <li>Records are kept up to date.</li> <li>Messages are completed in a timely and accurate manner.</li> </ul>
<ul style="list-style-type: none"> <li>Maintain an appropriate and professional environment.</li> </ul>	<ul style="list-style-type: none"> <li>Work well with other staff throughout the organisation and foster a relationship with external customers.</li> </ul>
<ul style="list-style-type: none"> <li>Other tasks as and when required.</li> </ul>	<ul style="list-style-type: none"> <li>Support is given to other Council staff at times of high workloads.</li> </ul>

*Note that 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 development process.*

## Work Complexity

Most challenging duties typically undertaken, or most complex problems solved:
<ul style="list-style-type: none"> <li>Maintain a broad knowledge of services provided by Clutha District Council.</li> </ul>
<ul style="list-style-type: none"> <li>Maintain a broad knowledge of Council's Strategic Planning documents when dealing with customer queries.</li> </ul>
<ul style="list-style-type: none"> <li>Maintain an effective working knowledge of the various computer systems used for delivering Council customer services.</li> </ul>
<ul style="list-style-type: none"> <li>The ability to answer queries promptly and accurately as required and/or readily and accurately identify the correct group/staff member to assist the customer.</li> </ul>
<ul style="list-style-type: none"> <li>The ability to multitask and juggle various projects requested by other staff at the same time.</li> </ul>
<ul style="list-style-type: none"> <li>The ability to be analytical, to collate and reconcile.</li> </ul>

## Financial Responsibilities

The job holder controls a budget / The job holder does not control a budget.	
Maximum delegated expenditure that may be spent without reference to manager	\$Nil

*Delegated authorities are in accordance with Appendix C of the Clutha District Council Delegations Manual, which may be amended from time to time by the Clutha District Council.*

## Person Specification

Essential	Desirable
<ul style="list-style-type: none"> <li>Experience in a customer service and/or administration environment.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of the Clutha District area and communities.</li> </ul>
<ul style="list-style-type: none"> <li>Experience working in a co-operative team environment.</li> </ul>	<ul style="list-style-type: none"> <li>Local government knowledge.</li> </ul>
<ul style="list-style-type: none"> <li>A current drivers licence.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of Council processes.</li> </ul>
<ul style="list-style-type: none"> <li>A friendly, helpful attitude.</li> </ul>	<ul style="list-style-type: none"> <li>Experience in the use of telephone call techniques.</li> </ul>
<ul style="list-style-type: none"> <li>Excellent communication skills – oral and written.</li> </ul>	<ul style="list-style-type: none"> <li>Experience in managing relationships with an assortment of internal and external stakeholders.</li> </ul>
<ul style="list-style-type: none"> <li>Excellent keyboard skills for accurate data entry.</li> </ul>	
<ul style="list-style-type: none"> <li>Good numeracy skills for accurate money handling and balancing.</li> </ul>	
<ul style="list-style-type: none"> <li>Able to work as part of a team and alone.</li> </ul>	
<ul style="list-style-type: none"> <li>Excellent time management.</li> </ul>	
<ul style="list-style-type: none"> <li>Computer literacy with competence in outlook, word, excel.</li> </ul>	
<ul style="list-style-type: none"> <li>Relate well to people of all ages, backgrounds, and ethnicities.</li> </ul>	
<ul style="list-style-type: none"> <li>Customer focused.</li> </ul>	
<ul style="list-style-type: none"> <li>Always maintains confidentiality and impartiality.</li> </ul>	

## Key Relationships

External	Purpose of contact with this person/s
<ul style="list-style-type: none"> <li>Ratepayers and residents.</li> <li>Service Providers / Council contractors.</li> <li>Community groups and organisations.</li> <li>Visitors - local, national, and international.</li> </ul>	<ul style="list-style-type: none"> <li>To obtain and provide information</li> <li>To build reciprocal relationships, sharing of information and good practice.</li> </ul>
Internal	Purpose of contact with this person/s
<ul style="list-style-type: none"> <li>Council and Community Board Members.</li> <li>Chief Executive/Management Team.</li> <li>Service Delivery staff.</li> <li>Planning and Regulatory staff.</li> <li>Corporate Services staff.</li> <li>All Council managers and staff.</li> </ul>	<ul style="list-style-type: none"> <li>Provide information and support as required.</li> </ul>

## Our Place Our Values

- It's a place where they know their jobs, they help me understand, they help me through the steps, and they help me achieve what I want.
- It's a place where they say, "how can I help?" Where if they do say no, I feel they have listened to me and their reasons make sense.
- It's a place where I know when I make a service request, something is done and when they say they will do something, they do it.
- It's a place where it is easy to do my business, they action matters quickly, I can get hold of them, I trust them and respect them.
- It's a place where improvements are constantly made, mistakes trigger learnings, and innovation occurs, they have the "bread and butter" right but they are always looking ahead.
- It's a place where staff enjoy their jobs, are challenged, and have development opportunities. It's a fun place to work, a safe place to work, and the staff respect each other.
- It's a place that lives and breathes "public service". They are proud of working for Council and they are excellent at what they do.

## Health and Safety

- All employees have a responsibility to work towards keeping a safe and healthy work environment by practicing safe work methods, identifying workplace hazards, and using appropriate safety equipment.
- Managers are responsible for implementing and promoting the management responsibilities as described in any Clutha District Council Health and Safety plans, policies, and processes.

## Council Information

- All employees must actively demonstrate commitment to the various management systems and processes that are adopted and used by the Clutha District Council, for example the Electronic Document Records Management System (EDRMS), accounting systems etc.

## Emergency Response

Under the Civil Defence Act 2002, all territorial local authorities (TLA's) are required to have trained staff ready to respond to civil defence emergencies at a local level. You may be assigned a specific civil defence role or generally be co-opted to assist during a civil defence emergency event. You may be required to:

- Undergo training for a civil defence role
- Take part in exercises as required
- Work within and/or outside of normal hours (at time of an event)
- Work in another TLA if required (at time of an event).