



SOUTHLAND
DISTRICT COUNCIL

POSITION DESCRIPTION

Customer Support Partner (casual)

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Manager

- Customer Support Manager

Responsible for

- no direct reports

Purpose of the role

- to deliver a consistent, positive customer experience



OUR VALUES

CREATING OPPORTUNITIES

Strive for continuous improvement

Embrace change, see it as an opportunity

Seek to learn

Question the status quo

WORKING TOGETHER

Demonstrate honest, open and appropriate communication

Open to feedback

Actively listening

Courageous conversations

Respecting each other

Supporting

Treating fairly

Recognising needs

Building and maintaining relationships

Sharing knowledge and expertise

TAKING OWNERSHIP

Deliver on promises

Do what you say

Walk the talk

Own mistakes and learn from them

Be up front

Do the right thing at the right time

Be solution focused

BEING PROUD TO BELONG

Have a sense of belonging to SDC and the community

Have enthusiasm for Southland

Wanting the best for Southland

Be proud of what you do and how you do it

OUR VISION & MISSION

One community offering endless opportunities.

Working together for a better Southland.



KEY RELATIONSHIPS

Who does the job holder work for or interact with?

Internal Relationships

- staff from all departments
- contractors
- Community board members
- Councillors

External Relationships

- ratepayers
- residents
- tourists
- other councils
- suppliers

KEY ACCOUNTABILITIES

The key responsibilities are provided as a guide only.

Performance measures for this job will need further discussion between the job holder and manager as part of the performance development process.

- to welcome customers, staff and visitors and provide a friendly and safe place for all members of the community
- resolve customers' queries wherever possible at first point of contact by fully utilising policy and procedure knowledge skills
- provide an outstanding professional customer experience via a variety of communication channels including contact centre, social media, face to face and written correspondence
- assist and share your knowledge with others in the team and wider organisation and keep them informed of the latest up to date information and happenings
- ensure that data inputted into council databases is of a high quality and accurate
- provision of customer support administration duties as required
- demonstrate a professional attitude that enhances the team and organisational culture, building positive relationships with all
- identify opportunities to extend and share your understanding of key community initiatives and organisational drivers
- follow correct processes to ensure a consistent level of service to our customers
- maintain a high level of consistency, commitment and reliability in your approach to your work (including time management and punctuality)
- contribute to overall continuous improvement by identifying and collaborating with the team to improve the customer experience
- proactively identify your own learning needs and manage these via your personal development plan.





ORGANISATIONAL ACCOUNTABILITIES

Undertake other activities, duties or projects (including “internal projects”) as directed by your Manager/Group Manager in an efficient and effective manner.

Attend and participate in Emergency Operations training (CIMS) and contingency planning to prepare for an emergency management event and actively participating in training exercises.

Assist Council, as required, in managing a civil defence event, having due regard to the safety of your family

Responsible for the safe management of Group activities and to support and enable the CEO and the Council as a PCBU to fulfil their duties under the law.

Champion, comply and promote the Council’s health and safety systems, policies and procedures, current legislation, regulations and good practice ensuring you keep yourself, our Council and others safe.

EDUCATION & QUALIFICATION

- experience in customer service, reception and / or cash handling

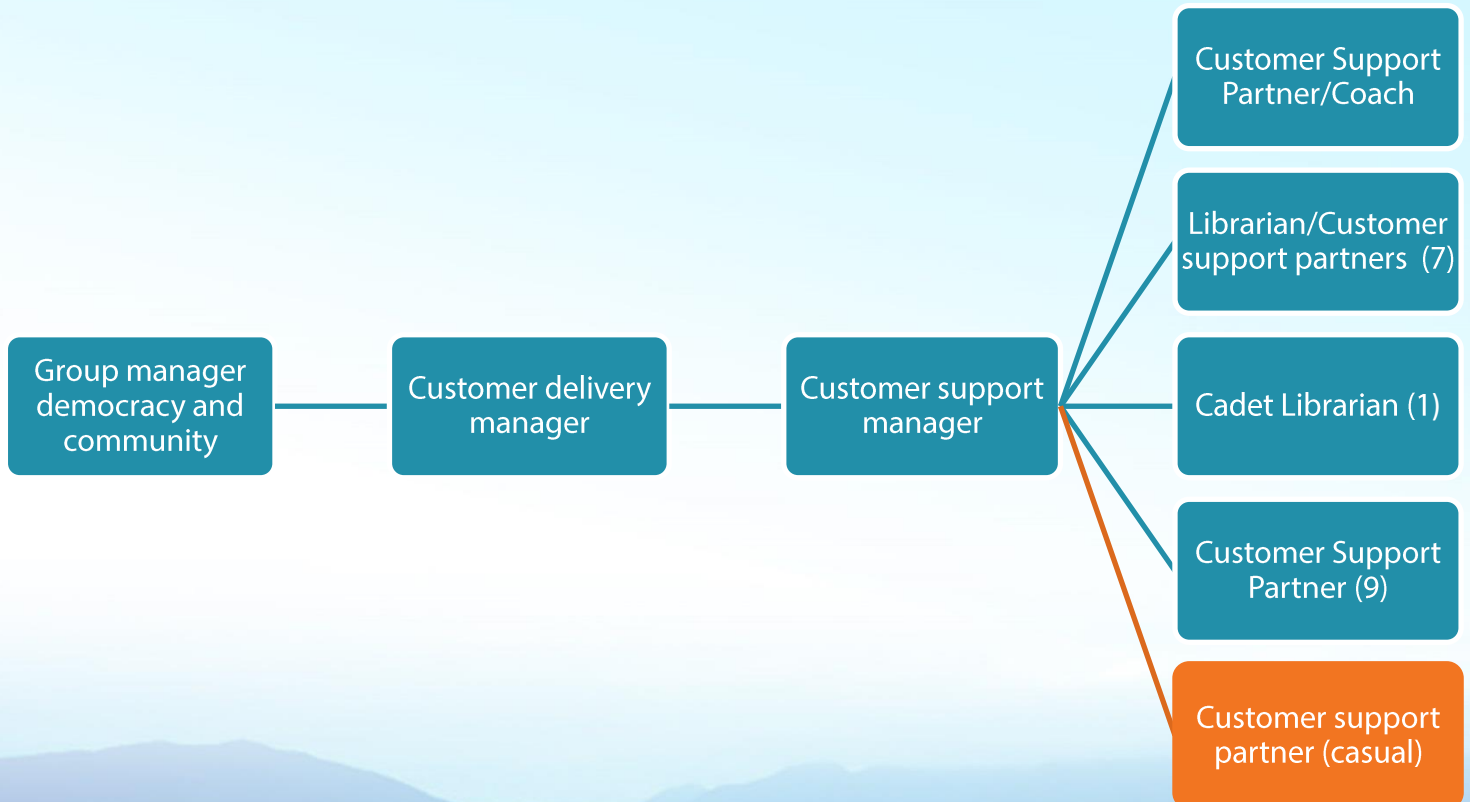
KNOWLEDGE EXPERIENCE & SKILLS

- projects a warm, welcoming persona with a positive attitude and passion for delivering exceptional customer service and ability to resolve the customers query at first point of contact wherever possible
- demonstrated high level of competency or relevant certification in the use of Microsoft Office range of products with proven keyboard skills
- proven team player who contributes fully to the success of the team and organisation by modelling Councils values
- pro-actively seeks and promotes ideas and initiatives that contribute to the continuous improvement of the customer experience
- displays a high level of interpersonal and communication skills to provide customers with clear precise information and accurate messages both via telephone and face to face
- high level of attention to detail, with a focus on thoroughness and accuracy
- ability to remain calm, constructive and understanding when handling difficult customers, complaints and stressful situations so as to generate a positive image of the Council
- excellent organisational skills and an ability to work accurately under tight time constraints with a minimum of supervision
- ability to learn and retain new information and systems quickly and the ability to pass this information on accurately and concisely to others.



STRUCTURE

Where does my role fit?



AGREED BY

JOB HOLDER: _____

CHIEF EXECUTIVE: _____

DATE: _____



LEADING THE WAY

