



POSITION DESCRIPTION
CUSTOMER SERVICE SPECIALIST

Reports to	Administration Manager
Location	Masterton District Council, Council offices
Vision	Masterton District Council to build and maintain a reputation for providing superb service and excellent community support.
Values	A – Accountability C – Creativity T – Teamwork I – Integrity O – Open communication N – No excuses S – Service
Treaty of Waitangi	Masterton District Council is committed to the principles of the Treaty of Waitangi, particularly those of partnership, participation and proactive protection, and recognises Tikanga Maori values as being the key to Māori outcomes that are appropriate, accessible and affordable. There is an expectation that the principles will be applied in a measured and reasonable manner.
Recruitment Salary Range	\$36,000 to \$46,000 per annum dependant on experience

Position Overview

Primary Function of Position	<p>To be the welcoming face of Council for all customers and visitors by providing a high quality service, both face-to-face, and via the telephone.</p> <p>This includes responding to customer queries, providing information and advice on Council services, and directing customers to the best people and channels for their needs.</p>
Responsibilities	<ul style="list-style-type: none"> • To provide a high quality service to Council enquiries at reception or over the telephone. • To ensure service requests are accurately recorded and actioned as appropriate, or passed to the relevant manager or team to provide a response. • To accept and accurately process payments for Council services. • To provide administrative support to managers and teams across Council, under direction of the Administration Manager.

Budget	N/A
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Key Relationships

Direct Reports	N/A	
Others	<u>Internal</u> Service & Administration team All staff Mayor Councillors	<u>External</u> Council customers Council contractors Other members of general public

Accountabilities

KEY RESULT AREAS	EXPECTED OUTCOMES
Customer service	<ul style="list-style-type: none"> • All customers receive a friendly, professional, high quality service. • Enquiries are responded to with accurate and appropriate information, and in a timely manner. • Customers are directed to the most appropriate information channel as required. • All payments and funds are receipted, processed and balanced accurately. • Appropriate authorisation is received for all transactions. • Collaboration by all team members ensures service levels are maintained at all times. • Service and processes are continually monitored to identify improvement opportunities.
Service request processing	<ul style="list-style-type: none"> • Service requests received are accurately recorded within agreed timeframes. • Service requests are actioned as appropriate with customers responded to, or referred to the appropriate team. • Monitoring of outstanding service requests ensures ongoing items are followed up appropriately. • Accurate reports are provided on all service requests to ensure local government reporting requirements are met. • Process for actioning service requests is followed, and opportunities for continuous improvement in service are identified.

Administrative support	<ul style="list-style-type: none"> • Accurate and timely administrative support is provided to managers and teams across Council. • Systems are mastered so that information can be inputted, processed and retrieved. • Effective relationships are built and maintained across the service and administration team to ensure high quality service is provided. • Own workloads are managed effectively to ensure timeframes are achieved and quality support is provided.
Health, Safety and Risk	<ul style="list-style-type: none"> • Ensures own and others safety at all times. • Complies with policies, procedures and safe systems of work. • Reports all incidents/accidents, including near misses, in a timely fashion. • Actively participates in the hazard management and identification process. • Escalates risk as per the Risk Management Policy.
Other Duties	<ul style="list-style-type: none"> • Participate in projects as required by the Administration Manager. • Any other relevant tasks may be undertaken as required by the Administration Manager.
To act within legal boundaries and the Masterton District Council policies	<ul style="list-style-type: none"> • Ensure that all records are maintained accurately and in accordance with legislation and Masterton District Council policy. • Provide appropriate information in accordance with the Privacy Act, other relevant legislation and Masterton District Council policy.

Person Specification

Education, Knowledge and Qualifications	<p>Exceptional customer service skills.</p> <p>Ability to communicate and interact with a wide range of people.</p> <p>Proven cash handling skills.</p> <p>Accuracy of data input and attention to detail.</p> <p>Computer literate, including working knowledge of Microsoft Office applications.</p> <p>Local knowledge of Masterton District Council area.</p> <p>Secondary education level desirable.</p>
Key Job Competencies	<ul style="list-style-type: none"> • Have the ability to manage own workloads, prioritising and planning effectively to ensure timely delivery of services. • Be comfortable working well under pressure.

	<ul style="list-style-type: none"> • Be adaptable to manage a number of tasks concurrently. • Be an excellent communicator who can work in a team to deliver quality service to a full range of Councils' customers.
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Performance Development Review

An initial review of performance will be conducted after three months, with a performance development planning session annually thereafter. This is in the context of regular discussions and a 'no surprises' annual review.

Acceptance

Acceptance of the position implies acceptance of the position description:

Position Title	
Signature of Employee	
Date	