Palmerston North City Council Job Profile

Position Title	Business Support Officer
Reporting to	Head of Support Services
Unit	Customer
Date last updated	July 2019

Values

We are committed to fostering an environment where our values of Trust, Worth, Service, and Transformation from the cornerstones of our interactions with each other and the city we serve. We believe it is essential to treat each other with respect and dignity, take responsibility for own actions, and have a positive, friendly, and professional approach.

Context

The Customer Unit is responsible for Council's day-to-day contact with the public and has a regulatory function to ensure that Council satisfactorily administers and exercises all appropriate powers under the relevant Acts and Bylaws. The Customer Unit is responsible for a wide range of Customer and Regulatory Services. These services include the Call Centre, Front of House and regulatory services such as Animal Control, Parking, Building, Planning, Environmental Health, Bylaws and Liquor Licensing.

The Support Services Division is tasked with ensuring that the administration associated with the regulatory functions such as Parking, Building, Planning, and Environmental Protection are completed and actioned to the required standards to ensure that customers receive the best service possible.

Main Purpose

To provide administration services for a wide range of tasks and to ensure all information is updated in a timely manner. To interact with the public and provide a high level of customer service ensuring responses are timely.

Key Areas of Responsibility

- To provide administration assistance in the Building, Planning and Environmental Protection Services areas
- To provide excellent ongoing customer service relating to all queries received regarding Building, Planning and Environmental Protection Services
- Assist in the management of the Building Inspection telephone line by working with a team of people to book building inspections
- To prepare reports on statistical information and supply to the Head of Support Services within required timeframes
- To provide support within the team by multiskilling
- Manage the day to day administration tasks for all technical officers
- Any other administrations tasks as allocated by the Head of Support Services

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Please note: Key areas of responsibility are likely to develop and change over the course of an employee's tenure at Council as the employee grows in skills and competencies. These key tasks and areas of responsibility are not an exhaustive list, nor will they remain static. The annual Performance, Planning and Evaluation (PPE) will supersede this job description. In addition, employees may be asked to do tasks outside of this description as and when required.

Risk Management accountabilities for all employees

- **Council Policies and Procedures**: Ensure self and team comply with applicable council policies and procedures.
- **Environmental**: Reduce environmental impacts that may arise from work. All activities and communications must be conducted in accordance with applicable environmental laws and council policies. Promote the proactive management of environmental issues associated with conducting business.
- **Health & Safety**: Comply with Health and Safety obligations (e.g. observe and practice safe work methods, ensure your own safety and that of others, report any hazards or potential hazards immediately, use protective equipment and wear protective clothing provided where appropriate, only operate equipment that you have the necessary license and skills to operate, make unsafe situations safe or report unsafe working conditions to your supervisor, report all accidents including near misses promptly)
- **Employment Legislation**: Comply in full with employment legislation and adherence to applicable policies in the areas of employment, EEO and recruitment.

Key Relationships

Internal:
- Customer staff
- All other departments

External:
- Residents
- Community

Typical knowledge, skills, and attributes:

Knowledge (qualifications and experience)
- Experience in Ozone application and TQM processes and procedures
- Experience in office procedures
- Experience in operating Microsoft Word, Microsoft Outlook, Excel and Data Entry

Skills and Attributes
- Be self-motivated and proactive in resolving problems
- Ability to work under pressure and attend to detail
- Good communication skills, both orally and written
- Flexible to changing priorities with the ability to re-organise accordingly
- Time management skills
- Able to develop and maintain strong networks with both internal and external stakeholders

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Remuneration

- This role is graded at **GP3** on the Council's remuneration system, i.e. between **$40,927** (86%) and **$47,590** (100%) depending on the Manager's assessment of the skills/experience of the jobholder and any other relevant factors.
- In addition, a benefit entitlement of **2.50**% of base salary is available.

Competencies

Core	
Service	- Recognises the diversity of customers, and adapts approach and style to meet their needs - Offers customers a range of solutions to problems - Demonstrates commitment to delivery of agreed solutions - Seeks and gives feedback from customers - Looks for where improvements can be made to systems and processes
Communication	- Clearly communicates messages in a clear and concise manner - Uses the most effective method and style of communication for the target group and the situation - Uses active listening techniques including reflection and paraphrasing - Shares ideas appropriately - Recognises and minimises barriers to communication
Business ethics	- Demonstrates integrity, honesty, and commitment - Acts ethically in all dealings - Is equitable and ethical in the treatment of others - Is prudent in financial dealings
Health and Safety	- Proactively seeks and provides input into health and safety improvements in their work environment. - Promotes and participates in a healthy and safe work culture. - Keeps up to date with health and safety legislation and regulations relevant to the work they carry out.
Information Technology	- Has an appropriate level of skill in computer software relevant to the requirements of the role. Is confident to try new software - Looks for ways to improve efficiency through the use of technology - takes advantage of technology to achieve goals
Role specific	
Relationship building	Actively works to develop and maintain strong networks with key stakeholders, maintains a network of industry and staff contacts to keep abreast of latest idea and concepts.
Teamwork	Develops a team based culture within the team, understands team dynamics, and is an active and contributing team player.
Professional skills	Knowledge base is of a high standard, reflected by a tertiary qualification.
Coaching and mentoring	Encourages professional growth, actively seeks to coach and mentor.

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Organisation achievement	Plans and utilises resources in the most effective and efficient way. Ensures action is aligned with the vision and direction of the organisation, mentors and coaches staff to achieve goals.