

Palmerston North City Council Job Profile

Position Title	Contact Service Advisor (<i>Permanent Part-time / Fixed Term</i>)
Reporting to	Business Manager – Contact Services
Unit	Customer
Date Updated	August 2019

Context

The Customer Unit strives for quality service excellence for both internal and external customers. The Unit is the driver of transformational change across the organisation to support the way we work and deliver excellence in services to our customers and citizens.

The Customer Unit is responsible for the functions with the main customer touch points.

The Contact Services Division is responsible for delivering a professional and efficient service to internal and external customers on a 24/7 basis. Queries come into the Division via a number of avenues including phone, email, and chat. The Division also provides services to a number of external clients, predominately outside of normal business hours.

Main Purpose

Contact Service Advisors consistently provide a high level of professional and efficient customer service in responding to written and oral enquiries. They have a high level of understanding of Council procedures and services, and endeavour to effectively answer and direct queries.

Key Areas of Responsibility

- Provide professional and efficient customer service to customers in line with specified agreed quality standards (over the phone and via written communication)
- Ensure personal adherence to the daily roster to make sure that service standards are met. This includes taking breaks at scheduled times, and ensuring that activities that are required to be completed while off the phone are carried out at an approved time
- Meet agreed phone practice requirements by completing resulting administration/ follow up in an efficient, accurate, and timely manner
- Add value to customer interactions by providing additional information on related or other applicable Council Services
- Maintain a high level of knowledge of Council procedures, policies, and services to assist in providing accurate and relevant information to customers

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:

- General Council Staff

External:

- Customers

Typical qualifications, skills and experience:

Experience

- Experience in a customer service related role –with telephone / contact centre experience

Skills and Attributes

- Ability to communicate with a wide range of people in an effective and professional manner – over the phone and via correspondence
- High degree of initiative and self management with the ability to anticipate views and needs
- Focus on providing excellent customer service
- Excellent time management and organisation skills
- Ability to work to time frames without sacrificing quality of work output
- Computer literate – must be able to use Microsoft Office Package (Outlook and Word).
- Has an ability to pick processes, systems and procedures up in a quick manner.
- Has a high standard of typing, spelling, and grammar.
- High degree of integrity with the ability to maintain strict confidence especially when dealing with sensitive and confidential information.
- Understands and complies with applicable regulations (Council and NZ Legislation)

Remuneration

- This position is graded at **GP3** on Council's remuneration system, i.e. between **\$40,927** (87%) and **\$47,590** (100%), **pro-rata based on hours worked**, depending on the Manager's assessment of the skills/ experience of the jobholder and any other relevant factors.
- In addition, a benefit entitlement of **2.5%** of base salary is available.

Competencies

Core	
Service	Able to identify and understand customers needs, find solutions, seek feed back and follows up on solutions.
Communication	Able to provide clear communication, seek clarification and communicate with a variety of people
Business Ethics	Good understanding of and able to implement an ethical approach to work.
Information Technology	Able to utilise the relevant computer packages used at Council
Health & 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
Role specific	
Relationship Building	Has internal and external networks, values and utilises diversity that enables better service delivery. Understands the stakeholders' needs and delivers on commitments.
Teamwork	Understands team dynamics and actively contributes to the team
Technical Skills	Able to focus on the technical skills an individual requires, understands legal requirements and has the ability to update and expand current knowledge base.
Coaching and Mentoring	Keeps up-to-date with professional knowledge and looks for opportunities for professional development.
Organisation Achievement	Plans work and utilises resources. Understands the organisation's vision and aligns work to its meaning. Makes decisions and has the ability to identify and act on risks. Achieves own goals and helps others achieve theirs. Reports on progress.