Palmerston North City Council Job Profile

Position Title	Customer Service Advisor – FOH
Reporting to	Head of Support Services
Unit	Customer
Date Updated	January 2019

Context

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 - Front of House is the first point of contact for the public to access the Council. This unit provides residents with an opportunity to access information about Council activities, a means of logging complaints and faults about Council services and processes payments for rates and any fees for Council services. The department offers a walk-in centre in the Square (Front of House) and is open weekdays Monday to Friday.

Main Purpose

Customer Service Advisors consistently provide a high level of professional and efficient customer service in responding to all enquiries at the Front of House. They have a high level of understanding of Council procedures and services, and endeavour to effectively answer and direct queries.

This role is also responsible for ensuring that particularly complex issues arising in the Front of House are investigated and resolved satisfactorily.

Key Areas of Responsibility

- Provide professional and efficient customer service to customers in line with specified agreed quality standards
- 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 at the counter are carried out at an approved time
- Meet agreed 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
- To identify solutions to any gaps in service delivery and take appropriate action

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 face to face customer service related role
- Cash handling and reconciliation experience
- Experience handling diverse range of people and situations

Skills and Attributes

- Ability to communicate with a wide range of people in an effective and professional manner
- 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 $**41,460** (85%) and $**48,777** (100%), and 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 customer's needs, find solutions, seek feedback 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
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.