

CENTRAL OTAGO DISTRICT COUNCIL

JOB DESCRIPTION

POSITION	:	Casual Customer Services Officer
REPORTS TO	:	Service Centres and Team Leader
LOCATION	:	Alexandra and other Service Centres in the Central Otago District

PRIMARY OBJECTIVE

To provide an efficient and friendly service to the ratepayers and public of the Central Otago district and to assist in the efficient and effective running of Council's Service Centres.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Customer services
2. Answering telephone enquiries
3. Mail
4. Photocopiers and printing
5. Service requests and after-hours incident reports
6. Kitchen facilities and staff teas
7. Catering and meetings
8. Assist with receipting, banking of monies and data entry
9. Assist with Transfers
10. Petty cash
11. Rates and water billing enquiries
12. Debtors enquiries and invoicing
13. LIM applications
14. Media scanning
15. Planning and Environment Department enquiries
16. Infrastructure Department enquiries
17. Purchase orders
18. Community services
19. Facility bookings and facility keys
20. Pool car bookings and vehicle maintenance
21. Dog impounding
22. Cemetery enquiries
23. Office maintenance
24. General duties.

KEY RESULT AREAS

Key result areas have been identified to assist in formulating performance objectives. The duties of the position are being carried out to a satisfactory standard when:

1. Receive all customers with a warm welcome and provide assistance to their enquiries. Assist other members of the Customer Services team by answering or distributing over the counter mail, faxes and Customer Service email account enquiries promptly. Arrange couriers as required.
2. Answer the telephone promptly; take accurate messages and delivery promptly.
3. Act as back-up to collect mail from Council's three mailboxes, open and distribute accordingly. Ensure outgoing mail is processed and ready for collection by 4pm daily.
4. Act as back-up for photocopying, printing and binding, to be undertaken promptly on behalf of Council, Committees and staff.
5. The service request system is operated and managed in accordance with Council policy. Liaise between the public, contractors, after hours answer service and internal staff with regard to requests for works. Provide back-up to ensure incident reports are entered into the Service Request system.
6. Organise, arrange and clean the tearoom workspace. Order and maintain all necessary supplies as required.
7. Organise catering and set up meeting rooms in advance of meetings on request. Attend to orders and payment in accordance with the Purchase Order system and appropriate delegation.
8. Assist with receipting all monies received through the mail or over the counter, ensure all banking records balance and deposit money at bank. Assist with data entry for Pool. Library and Caltex as required.
9. Assist with completing financial transfers on request from Debtors, Water Billing, Rates or another member of the Finance Team.
10. Assist with requests for reimbursement ensuring proper process is followed by all staff, balancing petty cash on a regular basis.
11. Assist with any rating and water billing enquiries. Receive and change postal addresses on receipt.
12. Establish new debtors and invoice for services provided as appropriate. Assist with debtor and invoice enquiries.
13. Process and invoice LIM applications.
14. Ensure media reports are scanned and saved into the appropriate folder(s) for filing, as notified by the Communications Co-ordinator.
15. Assist with Planning and Environment department enquiries.
16. Assist with Infrastructure department enquiries and distribute forms on request.
17. Ensure the efficient and effective operation of the purchase order system, correctly entering information with prices quoted as per delegated authority.

18. Carry out promptly and efficiently all community services (photocopying, word processing, faxes and research) as requested.
19. Liaise with members of the public and relevant staff to assist with facility bookings and provide keys on request.
20. Act as back-up to assist staff with Council pool car needs as requested. Ensure information is received and recorded to ensure that WOF, tyre replacement and servicing is undertaken within the appropriate Health and Safety requirements guidelines and timeframes for all Council vehicles.
21. Liaise with Dog Controller and invoice dog owners on request.
22. Field any enquiries regarding general cemetery issues.
23. Maintain the tidiness of the office including filing on a regular basis. Ensure all office equipment is in working order, arranging for servicing as required. Ensure there are sufficient supplies of all stationery, photocopy paper and banking needs.
24. Carry out promptly and efficiently all other duties as requested by the Executive Manager – People and Culture or the Team Leader.

DELEGATIONS

1. Makes decisions within the authority delegated by the Executive Manager – People and Culture and the Team Leader.
2. Have approved delegated authority for purchasing (necessary and normal operating items) up to the value of \$500.

RELATIONSHIPS

External

Public/Ratepayers
 Contractors/Builders
 After Hours Answer Service
 Engineers
 Amourguard

Internal

Chief Executive Officer
 Executive Manager – People and Culture
 Team Leader
 IS Team
 Elected Members
 Staff

PERSONAL QUALITIES AND QUALIFICATONS

Experience/Knowledge

- Experience with greeting customers and answering customers enquiries
- Experience with word processing and spread sheeting
- Data processing
- Debtors and creditors
- Office administrative skills
- Experience in Local Government an advantage
- On line cash receipting experience an advantage

Specific Skills

- Communication - written and oral
- Ability to assist a variety of customers
- To be professional at all times and to present professionally
- Drivers licence

Personal Qualities

- Good communicator
- Conscientious and tidy
- Honesty and integrity
- Sense of humour
- Self motivated
- Professional manner
- Service orientated
- Positive attitude
- Able to work with a minimum of supervision
- Initiative to contribute solutions
- Must be adaptable and able to cope with a variety of situations
- Patient and supportive
- Ability to promote the desired image of the Central Otago District Council through good public relations.

CORPORATE VALUES PROPOSITION



OUR WAY

**COURAGE TO BE THE
BEST IN EVERY WAY
EVERY DAY**

What we mean

COURAGE is demonstrated strength, commitment and desire by you and the team

BEST is better than good, the best you and we can be; effective, efficient and responsible

EVERY WAY is everything you and we do, say and deliver

EVERY DAY is all of the time, on the good days and through the tougher times



OUR WAY IS
Epic Customer Experience
Clear Expectations of the Individual
Amazing Organisational Performance
Clear Sense of One Team and a Shared Purpose