Position Description

POSITION : **Customer Experience Representative**

REPORTS TO : Customer Services Manager

LOCATION : CODC Service Centres – Alexandra, Cromwell, Ranfurly and Roxburgh

Purpose

To act as the welcoming, professional, and knowledgeable face of the Central Otago District Council.

As the primary touchpoint for the Customer Experience team, this role acts as the welcoming "front door" for the community. The focus is on delivering a customer-centric experience by resolving high-volume inquiries at first contact, empowering the community through digital enablement, and expertly triaging, categorising, and assigning more complex requests to the correct departments.

This role champions a collaborative "One Team" mindset, working constructively alongside internal departments to build strong working relationships and support the wider organisation in achieving positive experiences for the community.

Our Values

Our values embody the culture of the Central Otago District Council, how we behave and how decisions are made. They are built by staff, for staff, ensuring that all employees are on the same page so we can achieve and deliver our vision.



Respect each other, stand shoulder to shoulder – so that we may travel on this journey together

Key Accountabilities

1. Foundational Service Delivery

1. Serve as an approachable, attentive first point of contact across all core channels (phone, digital mediums, and face-to-face interactions).
2. Acknowledge and de-escalate customer complaints, escalating complex or formal issues to a Senior Representative or appropriate internal teams.

2. First-Contact Resolution, Triage & Digital Enablement

1. Receive all customers with a warm welcome and act as a guide to help residents confidently navigate council services.
2. Utilise active listening and strong questioning skills to extract comprehensive information from customers, ensuring that all necessary details are gathered to fully understand the request or query.
3. Digital Enablement: Actively support the community's digital transition by patiently helping, guiding, and coaching customers through completing CODC business online, signing up for online services, and navigating digital correspondence.
4. Actively utilise modernised, centralised systems (including the AI-powered Knowledge Base) to provide immediate answers and ensure high data quality.
5. Accurately triage, categorise, and assign Service Requests and inquiries to the appropriate internal teams with rich, detailed notes when first-contact resolution is not possible, making it as easy as possible for the assigned staff member to complete the request.

3. Cultural Alignment & "One Team" Approach

1. Adopt and champion a "customer-first", problem-solving mindset.
2. Embrace the Council's "One Team" approach by working collaboratively with colleagues across all departments to deliver a seamless customer experience.
3. Build strong, collaborative partnerships with internal departments to navigate shared workflows together, ensuring our frontline team can keep the community at the forefront of our work while seamlessly supporting the wider organisation.

4. Competency Progression

1. Maintain a commitment to continued training and professional development.
2. Actively participate in one-on-one coaching and performance reviews.

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. Customers are received with a warm welcome and efficiently and empathetically assisted to solve their queries or issues.
2. High-volume inquiries (including rating, debtor, and general community queries) are successfully managed via phone, email, or face-to-face with a high rate of first-contact resolution.

3. Customers are effectively supported and encouraged to utilise digital channels, increasing community confidence and uptake of CODC's online self-service portals.
4. Excellent questioning techniques are used to extract full details from the customer, meaning escalated or complex requests are accurately triaged, categorised, and routed to the correct internal departments with comprehensive information that prevents unnecessary delays.
5. The service request system, CRM, and Knowledge Base are operated and managed in accordance with Council policy, ensuring high data quality.
6. The Representative actively engages in ongoing coaching and continuous learning, consistently meeting the competency and performance standards required to deliver effective customer service across all council systems.

Delegations

Makes decisions within the authority delegated by the Group Manager – Community Experience and the Customer Services Manager.

Position Requirements

Experience/Knowledge

1. Proven experience in customer service and frontline resolution.
2. High level of digital literacy, with the ability to confidently navigate multiple software systems, databases, and online platforms simultaneously.
3. Experience in Local Government is an advantage.

Specific Skills

1. Strong active listening and probing questioning skills to extract clear, comprehensive information from customers.
2. Ability to patiently coach and support customers with varying levels of computer literacy through digital enablement and online self-service platforms.
3. De-escalation of customers in heightened states of emotion.
4. Ability to accurately triage and categorise complex information.
5. Ability to build and maintain effective and productive working relationships with colleagues and customers.
6. Effective self-management skills, including responsiveness to instructions and the ability to work collectively as a member of a team.
7. Highly effective oral and written communication skills.
8. Strong problem-solving skills and adaptability.

Personal Qualities

1. Positive, friendly, and pleasant attitude.
2. Empathetic, patient, and supportive.
3. Honesty and integrity.
4. Initiative to actively contribute solutions rather than just processing tasks.
5. Ability to consistently represent the Council in a professional, positive, and welcoming manner at all times.

Relationships

External	**Internal**
Public / Ratepayers	Chief Executive Officer
Contractors / Builders	Group Manager – Community Experience
After Hours Answer Service	Customer Experience Team Lead
Engineers	Customer Experience Manager
Security Contractors (e.g., Armourguard)	Elected Members
	All Council Staff