

CENTRAL OTAGO DISTRICT COUNCIL

JOB DESCRIPTION

POSITION : **Customer Services Officer (Maniototo)**

REPORTS TO : Customer Service Team Leader

LOCATION : Ranfurly

PRIMARY OBJECTIVE

To provide an efficient and friendly service to the ratepayers and public of Ranfurly and the Central Otago district and to assist in the efficient and effective running of the Maniototo Service Centre.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Customer services.
2. Service requests.
3. Receipting and banking of monies.
4. Rates enquiries.
5. Word processing.
6. Planning and Environment Department enquiries.
7. General, archives and property filing / general reception filing.
8. Debtors invoicing.
9. On-line ordering system.
10. Mail, mail management and email.
11. Elected members.
12. Community services.
13. Booking of facilities.
14. Elderly Persons Housing.
15. Maniototo Community Board.
16. Stationery supplies.
17. Dog Impounding.
18. Office equipment.
19. Office care.
20. Cemetery records.
21. Advertising.
22. 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. Answer the telephone promptly and take detailed and accurate messages and deliver promptly. Receive all customers with a warm welcome and provide assistance to their enquiries.
2. 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 by way of issuing service requests.
3. Receipt all monies received through the mail or over the counter, ensure all banking records balance and deposit money at bank. Receipt pool and Information Centre bankings as required.
4. Assist with any rating and payment enquires whether it be over the phone or in person. Receive and change postal addresses on receipt.
5. Provide accurate and efficient word processing to the Property and Facilities Officer when required.
6. Help with enquiries regarding as-built plans, LIM reports, RMA enquiries, fire permits and research queries as requested. Take messages and appointments accurately and forward to Planning and Environment Department staff as soon as possible.
7. Maintain general and property files and ensure all records are filed correctly and on a regular basis. Set up new files as required.
8. Charge monthly invoices for cemeteries, hall hire, sports ground rentals and other sundry debtors as required.
9. Ensure the efficient and effective operation of the On-Line purchasing system, correctly entering information with prices correctly quoted on the order as per delegated authority.
10. Over the counter mail and incoming faxes opened promptly, entered into the Mail Management System and distributed accordingly. Process outwards mail by 4:30 pm daily. Arrange couriers as required. Check and reply to email enquiries promptly.
11. Carry out services for Elected Members as required.
12. Carry out promptly and efficiently all community services (photocopying, word processing, faxes and research) as requested.
13. Attend to all stadium/hall/grounds/street stall and Council meeting facility bookings, with written confirmation. Ensure there are no double bookings. Advise cleaners of bookings. Maintain key record register.
14. Arrange renting of elderly persons flats for new tenants, complete forms, set up rental accounts and arrange maintenance when required.
15. Set up and clear Chambers before and after meetings. Arrange for refreshments and catering if required. Index all original agenda copies with a very high level of accuracy on a regular basis. Send minute books away for binding when necessary.

16. Ensure that there are sufficient supplies of all stationery requirements, photocopying paper, Council letterhead and envelopes in storage and order more when required.
17. Receive information from the Dog Controller and invoice dog owners if known. If not known place advertisements accordingly in local newspaper. If owners are not found arrange euthanasia with Central Vets.
18. Ensure all office equipment is in working order and ring for the serviceman when required. Update on a regular basis programmed numbers in the fax and photocopier.
19. Maintain tearoom and cleaner supplies and put out wheelie bin every Thursday.
20. Make arrangements for burials; ensuring there are no accidental "double-ups". Field any enquiries relative to the purchase of plots and general cemetery issues. Update and maintain cemetery records.
21. Arrange advertising when necessary, carry out research and prepare advertisements.
22. Carry out promptly and efficiently all other duties as requested by the Executive Manager - Corporate Services or Service Centres and Libraries Manager.

DELEGATIONS

1. Makes decisions within the authority delegated by the Executive Manager - Corporate Services and Service Centres and Libraries Manager.
2. Have approved delegated authority for purchasing (necessary and normal operating items) up to the value of \$500.

RELATIONSHIPS

External

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

Internal

Chief Executive Officer
 Executive Manager – People and Culture
 Customer Service Team Leader
 Elected Members
 All Staff

PERSONAL QUALITIES AND QUALIFICATIONS

Experience/Knowledge

- Experience with word processing and spreadsheeting
- 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 deal with “difficult” customers
- Drivers licence

Personal Qualities

- Good communicator
- Conscientious and tidy
- Honesty and integrity
- Sense of humour
- Self motivated
- Friendly and pleasant
- Service orientated
- Positive attitude
- Well presented professional image
- 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



OUR STAFF VALUES



Be Respectful

- Listen to learn and understand
- Respect our differences
- Act with integrity
- Be patient and kind



Work together

- Collaborate
- Communicate
- Cooperate
- Think across the organisation



Be courageous

- Speak up
- Deliver the best
- Take smart risks
- Be open to change



Me manaaki tētahi ki tētahi, me pakihiwitahi te tū – kia haere tahi ai tātou

Respect each other, stand shoulder to shoulder - So that we may travel on this journey together