

Vacancy Information

Job Title

Customer Service Officer

This job provides frontline, first point of contact to our customers in person, by telephone and electronically. If you delight in the idea of daily helping people of all ages, backgrounds and ethnicities and are committed to providing them with excellent customer service, we would love to hear from you. Experience in a customer service and/or administration team environment will help your application onto the front foot.

This is a fixed term role for approximately 13 months to cover a period of parental leave. Full time hours of work.

For confidential enquiries

Contact Sharon Jenkinson, phone 03 4190273 or email vacancy@cluthadc.govt.nz

Vacancy closes

5pm, Monday 10 September 2018

Included in this information pack

Job Description
Application for Employment Form

To apply

Please complete the application for employment form included in this package and return to us, accompanied by your CV and covering letter.

Applications should be in either Microsoft Word format or PDF.

Send applications to

Email vacancy@cluthadc.govt.nz
Or mail to
Finance Support Officer Vacancy
Clutha District Council
P O Box 25, Balclutha 9240

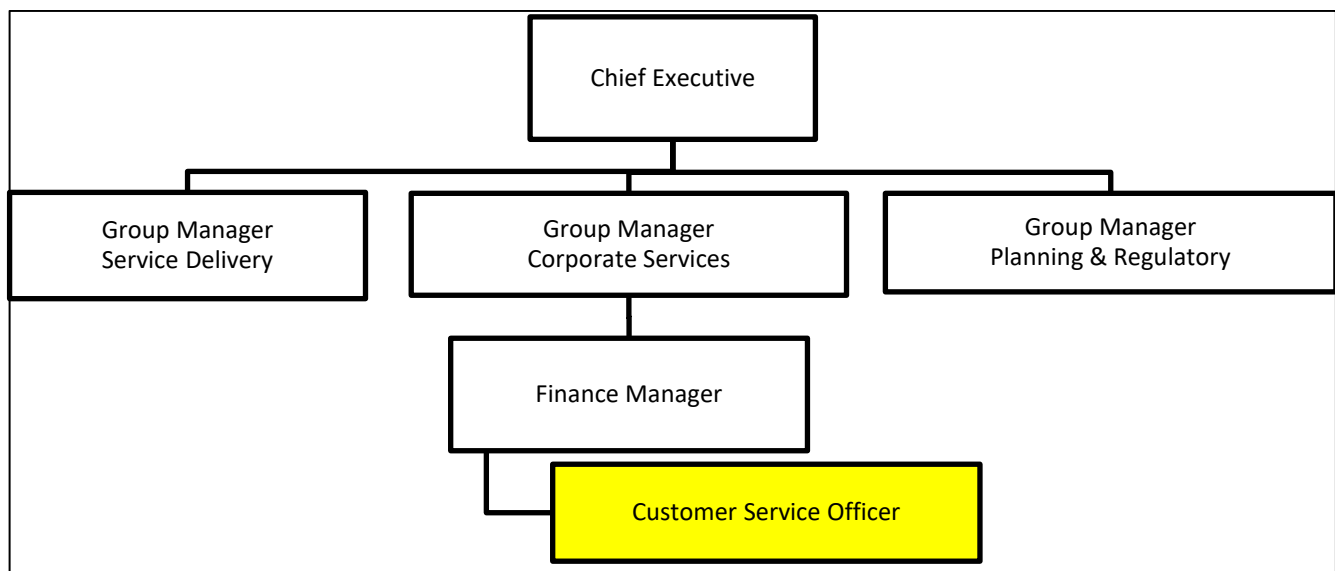
Vacancy Process

- All applicants must be legally entitled to work in New Zealand.
- All applications will be acknowledged to the email address provided in your application (preferred method) or posted if email not included.
- Your application will be treated confidentially. Only persons who are involved in the recruitment process will view the information you provide in your application.
- After the closing date, relevant staff will shortlist the applicants for the interview process.
- Those applicants selected for interviews will be contacted by us to arrange a date/time.
- If you are selected for an interview, be prepared to sign a police vetting form authorizing the Clutha District Council to seek a police report on you. We will notify unsuccessful applicants at an appropriate stage of the recruitment process of the result but not the reason. We are not obliged to provide a reason why you were not successful with your application.

Job Description

Job Title	Customer Service Officer (Fixed Term)
Date	August 2018
Mfiles reference	197704
Group/Department	Corporate Services
Team	Finance/Administration
Location	Based at the offices of the Clutha District Council, 1 Rosebank Terrace, Balclutha with possible occasional work at other Council premises and activities within and around the Clutha District
Employment Period	Fixed Term of approximately 13 months, starting early November 2018.
Hours of Work	Full Time (minimum of 37.5 hours/week)
Responsible to	Finance Manager
Responsible for	No staff report to this position
Job Summary and Purpose	Act as first point of contact for the public interface of the Clutha District Council. To assist all customers of the Council in a timely and efficient manner, whether in person, by telephone or electronically.

ORGANISATIONAL CONTEXT



Key Result Areas

- Teamwork
- Customer Services
- Administration and Support

Job Holder Is Accountable For	Performance Standard
KEY RESULT AREA <i>Teamwork</i>	Measures
<ul style="list-style-type: none"> • Maintaining a team environment that fosters and develops effective working relationships and high performance. • Participating in on the job training and engage in work at other council premises as required. 	<ul style="list-style-type: none"> • Staff collaborate to ensure all activities completed according to council procedures in an efficient and timely manner. • Staff liaise with casual staff to cover absences and provide cover and/or assistance as required.

Job Holder Is Accountable For	Performance Standard
KEY RESULT AREA <i>Customer Services</i>	Measures
<ul style="list-style-type: none"> • Acting as Council's interface with the public by providing a friendly and professional first point of contact at the front counter; including electronic, personal and telephone contact. Accept responsibility for each customer enquiry received. 	<ul style="list-style-type: none"> • Incoming telephone calls are answered politely and promptly. • All customers receive consistent and accurate information and advice. • Technical queries are directed to appropriate staff. • Statutory and public documents and information pamphlets are available, they are current and attractively presented.
<ul style="list-style-type: none"> • Provide positive, prompt and efficient services which value the customer and best serve the community and the environment. 	<ul style="list-style-type: none"> • Customers are treated with courtesy, respect and cultural sensitivity. Their needs are understood and they receive a prompt, accurate response.
<ul style="list-style-type: none"> • Accepting and processing payments from customers. • Ensure all payments are accurately receipted and banked daily. 	<ul style="list-style-type: none"> • Monies balanced and prepared for banking, internal controls maintained and all monies properly accounted for.
<ul style="list-style-type: none"> • Processing service requests and complaints as required. 	<ul style="list-style-type: none"> • Determine the exact nature and extent of all requests, to initiate and/or conclude a course of action. • Monitoring progress of requests and ensuring customers are receiving the service they expect.
<ul style="list-style-type: none"> • Developing knowledge and skills for the position via on the job training and attending identified training courses. 	<ul style="list-style-type: none"> • Customers are kept informed, staff are up to date, positive feedback is received and there is positive participation in training sessions.
<ul style="list-style-type: none"> • Maintaining a comprehensive knowledge of all services, activities and functions handled by the team. 	<ul style="list-style-type: none"> • Responses to queries and requests are accurate, and directed to the correct Council staff member when required.
<ul style="list-style-type: none"> • Maintaining an up to date working knowledge of all computer applications and technology utilised by the team. 	<ul style="list-style-type: none"> • Proficiency demonstrated in use of all applications and technology.

Job Holder Is Accountable For	Performance Standard
Key Result Area Administration and Support	Measures
<ul style="list-style-type: none"> Supporting the administration and maintenance of various Council activities and operations. 	<ul style="list-style-type: none"> Effective centralised support is delivered to Council within approved procedures and guidelines. Accurate bookings are made. Records are kept up to date. Messages are completed in a timely and accurate manner.
<ul style="list-style-type: none"> Maintain an appropriate and professional environment. 	<ul style="list-style-type: none"> Work well with other staff throughout the organisation and foster a relationship with external customers.
<ul style="list-style-type: none"> Purchasing of supplies as required. 	<ul style="list-style-type: none"> Internal controls maintained for all purchases and all monies properly accounted for.
<ul style="list-style-type: none"> Other tasks as and when required. 	<ul style="list-style-type: none"> Support is given to other Council staff at times of high workloads.

Note that the above performance standards are provided as a guide only. The precise performance measures for this position will need further discussion between the jobholder and manager as part of the performance development process.

Work Complexity

Most challenging duties typically undertaken or most complex problems solved:
<ul style="list-style-type: none"> Maintain a broad knowledge of services provided by Clutha District Council.
<ul style="list-style-type: none"> Maintain a broad knowledge of Council's Strategic Planning documents when dealing with customer queries.
<ul style="list-style-type: none"> Maintain an effective working knowledge of the various computer systems used for delivering Council customer services.
<ul style="list-style-type: none"> The ability to promptly and accurately answer queries as required and/or readily and accurately identify the correct group/staff member to assist the customer.
<ul style="list-style-type: none"> The ability to multitask and juggle various projects requested by other staff at the same time.
<ul style="list-style-type: none"> The ability to be analytical, to collate and reconcile.

Financial Responsibilities

The job holder controls a budget / The job holder does not control a budget.	
Maximum delegated expenditure that may be spent without reference to manager	\$2,000

Delegated authorities are in accordance with Appendix C of the Clutha District Council Delegations Manual, which may be amended from time to time by the Clutha District Council.

Person Specification

Essential	Desirable
<ul style="list-style-type: none"> • Experience in a customer service and/or administration environment. 	<ul style="list-style-type: none"> • Knowledge of the Clutha District area and communities.
<ul style="list-style-type: none"> • Experience working in a co-operative team environment. 	<ul style="list-style-type: none"> • Local government knowledge.
<ul style="list-style-type: none"> • A current drivers licence. 	<ul style="list-style-type: none"> • Knowledge of Council processes.
<ul style="list-style-type: none"> • A friendly, helpful attitude. 	<ul style="list-style-type: none"> • Experience in the use of telephone call techniques.
<ul style="list-style-type: none"> • Excellent communication skills – oral and written. 	<ul style="list-style-type: none"> • Experience in managing relationships with an assortment of internal and external stakeholders.
<ul style="list-style-type: none"> • Excellent keyboard skills for accurate data entry. 	
<ul style="list-style-type: none"> • Good numeracy skills for accurate money handling and balancing. 	
<ul style="list-style-type: none"> • Able to work as part of a team and alone. 	
<ul style="list-style-type: none"> • Excellent time management. 	
<ul style="list-style-type: none"> • Computer literacy with competence in outlook, word, excel. 	
<ul style="list-style-type: none"> • Relate well to people of all ages, backgrounds and ethnicities. 	
<ul style="list-style-type: none"> • Customer focused. 	
<ul style="list-style-type: none"> • Maintains confidentiality and impartiality at all times. 	

Key Relationships

External	Purpose of contact with this person/s
<ul style="list-style-type: none"> • Ratepayers and residents. • Service Providers / Council contractors. • Community groups and organisations. • Visitors - local, national and international. 	<ul style="list-style-type: none"> • To obtain and provide information • To build reciprocal relationships, sharing of information and good practice.
Internal	Purpose of contact with this person/s
<ul style="list-style-type: none"> • Council and Community Board Members. • Chief Executive/Management Team. • Service Delivery staff. • Planning and Regulatory staff. • Corporate Services staff. • All Council managers and staff. 	<ul style="list-style-type: none"> • Provide information and support as required.

Our Place Our Values

- It's a place where they know their jobs, they help me understand, they help me through the steps, and they help me achieve what I want.
- It's a place where they say "how can I help?" Where if they do say no, I feel they have listened to me and their reasons make sense.
- It's a place where I know when I make a service request, something is done and when they say they will do something, they do it.
- It's a place where it is easy to do my business, they action matters quickly, I can get hold of them, I trust them and respect them.
- It's a place where improvements are constantly made, mistakes trigger learnings, and innovation occurs, they have the "bread and butter" right but they are always looking ahead.
- It's a place where staff enjoy their jobs, are challenged and have development opportunities. It's a fun place to work, a safe place to work, and the staff respect each other.
- It's a place that lives and breathes "public service". They are proud of working for Council and they are excellent at what they do.

Health and Safety

- All employees have a responsibility to work towards keeping a safe and healthy work environment by practicing safe work methods, identifying work place hazards and using appropriate safety equipment.
- Managers are responsible for implementing and promoting the management responsibilities as described in any Clutha District Council Health and Safety plans, policies and processes.

Council Information

- All employees must actively demonstrate commitment to the various management systems and processes that are adopted and used by the Clutha District Council, for example the Electronic Document Records Management System (EDRMS), accounting systems etc.

Emergency Response

Under the Civil Defence Act 2002, all territorial local authorities (TLA's) are required to have trained staff ready to respond to civil defence emergencies at a local level. You may be assigned a specific civil defence role or generally be co-opted to assist during a civil defence emergency event. You may be required to:

- Undergo training for a civil defence role
- Take part in exercises as required
- Work within and/or outside of normal hours (at time of an event)
- Work in another TLA if required (at time of an event).



CONFIDENTIAL

PRIVACY ACT PROVISIONS:

The information you provide on this application for employment will be collected and held by the Clutha District Council. This is collected for the purpose of assessing your suitability for employment by the Clutha District Council, which may include subsequent changes in employment within the Council, and to meet Council's information requirements as a potential employer.

You have a right of access to personal information held by the Council and may seek correction of such information to ensure accuracy.

NOTE: All questions must be answered; either in the space provided in the following form, or in your accompanying curriculum vitae. A covering letter is a useful addition to your application.

Please do not bind your CV or use a bulky presentation folder. A simple paper clip or staple is acceptable. CV's will not be returned, so please do not include original documents.

1. Position Applied for:			
2. How did you become aware of the vacancy?			
3. Personal Information			
Family name:			
First names:		Preferred name:	
If you are known by other names, please record them here:			
Title if desired (optional):			
Residential address:			
Mailing address:			Post Code:
Mobile phone:			
Work Phone:		After hours phone:	
Email:			

4. Health and General Information

Do you suffer from an illness/disability which would be aggravated or made worse by performing the job you have applied for? Yes No

Are you on medication which would affect your performance in the job you have applied for? Yes No

Have you had an injury or medical condition caused by gradual process, disease or infection - e.g. hearing loss, sensitivity to chemicals, repetitive strain injury, which the tasks of this job may aggravate/contribute to? Yes No

If so, please give details on all the above:

Do you smoke? Yes No

Do you have a current drivers licence? Yes No

If yes, what class?

Are you awaiting hearing of any charges for driving offences? Yes No

Have you ever been convicted of a criminal offence? Yes No

(This does not include convictions that are subject to the clean slate scheme of the Criminal Records (Clean Slate Act 2004). Applicants may be asked to sign a police vetting form authorizing the Clutha District Council to seek a police report on them.)

If yes, please give brief details:

Do you intend to engage in other paid work whilst employed in this position? Yes No

If yes, please give brief details:

Do you have any commitments which may prevent you from attending your place of employment during ordinary hours of work or affect your ability for out-of-hours work? Yes No

If yes, please give brief details:

Are you legally entitled to work in New Zealand? If you answer yes and your legal ability to work in New Zealand is governed by a work or other visa, please provide evidence. Yes No

Do you consent for us to check legal your legal work status through Visa View, NZ Immigration's online checking tool. Please provide your passport nationality and number for this check. Yes No

Are you prepared to abide by Health and Safety regulations? Yes No

Do you hold a current "At Work" First Aid Certificate? Yes No

Have you previously been employed by Clutha District Council? Yes No

If yes, please give date of last year employed and name employed under:

If your application is accepted, when could you commence employment?

5. Referees			
Do you agree to enquiries being made as to other matters relating to your suitability for employment, and the accuracy of information, contained in this application form?			
	Y	N	Comments
Most recent employer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Past employer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Other persons	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Please give details of referees who you authorise us to contact. Two work related and one personal			
Name:	<input type="text"/>	Occupation/position:	<input type="text"/>
Address:	<input type="text"/>	Phone:	<input type="text"/>
Name:	<input type="text"/>	Occupation/position:	<input type="text"/>
Address:	<input type="text"/>	Phone:	<input type="text"/>
Name:	<input type="text"/>	Occupation/position:	<input type="text"/>
Address:	<input type="text"/>	Phone:	<input type="text"/>
6. Attach curriculum vitae			
Please return this application form accompanied by your curriculum vitae containing the following information:			
Education/Qualifications:			
<ul style="list-style-type: none"> Name of educational institutions attended (secondary and tertiary level only), qualifications or standard of achievement and year gained Details of relevant post qualification training Other qualifications or certificates you consider relevant, showing dates gained Membership of relevant professional associations and offices held 			
Employment history			
<ul style="list-style-type: none"> Details of most recently held position, including employer's name, address, position held, length of time in that position, number of staff responsible for, position reported to and key tasks Details of other employment, starting with the most recent position, including employer's name and address, position held and nature of work, time in that position and reason for leaving 			
Work experience relevant to position			
<ul style="list-style-type: none"> Include job experience you consider would support your application for this position 			
Spare time interests and experience			
<ul style="list-style-type: none"> Include details of general recreational and community activities you are involved in. 			
7. Declaration			
I, <input type="text"/> (print full name) declare that to the best of my knowledge, the answers to the questions in this application are correct. I understand that if any false information is given or any material fact suppressed, I may not be accepted, or if I am employed, I may be dismissed.			
Signature:	<input type="text"/>	Date:	<input type="text"/>