

## Customer Experience Ambassador



### Mahi Tahī

We are one team, stronger together as we work with our community to deliver outcomes that matter.

### #Arohatōmahī

We love our work and know that our work matters. That is why we do what we say we will do and apply energy and enthusiasm across our mahi.

### Tiakitanga

We proudly and professionally contribute every day to the care of our community and whenua with courage, positivity and mana, leaving a legacy which will protect a future that matters.

### Manaakitanga

We put our people first and show them they matter, through a caring whanau centric and solutions focused approach.

## Details

REPORTS TO	Customer Service Team Lead
GROUP	Community Experience and Services
DIRECT REPORTS	Nil
DELEGATIONS	Nil
WARRANTS REQUIRED	Nil
GRADE	10,11

***He rau ringa e pakari ai ngā taura whiri i ō tātou kāinga noho me ō tātou hapori – mai i te pae maunga o Tararua ki te moana***

*With many hands the threads which weave our neighbourhoods and communities together will be strengthened from the Tararua Ranges to the sea.*

## Purpose

The Customer Experience Team are the face of the Council, this is the first stop for all of the Community with any of the services we provide. You will be the face and voice of Council for our community through face to face, telephone and digital communications

As a member of the Customer Experience Team you are responsible and accountable for providing and the delivery of excellent Customer Service. . You will strive to go above and beyond to exceed expectations by being reliable, detail-focused and meticulous.

Follows through on plans to ensure they are carried out accordingly, support and collaborate with team members to achieve targets.

This role will have times of pressure and requires a calm, composed, and optimistic approach in stressful or high pressure situations.



# Skills, Knowledge and Experience

<b>EDUCATION</b>	<ul style="list-style-type: none"><li>• Minimum Qualification of NCEA level 1.</li><li>• Minimum of Restricted Driver license</li></ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>• At least 2 years in a Customer Service facing role</li><li>• Experience working in a contact centre or Customer or business administration related qualification preferred but not essential. Ability to communicate in a clear manner with people from all walks of life.</li><li>• Proven experience in a call centre and dealing with multiple tasks on a daily basis.</li><li>• Demonstrates sound organisational skills and a high level of time management to ensure tasks are completed on time. High level of attention to detail and accuracy.</li><li>• Demonstrates a strong focus on high performance and personal achievement</li><li>• Capable of dealing with conflict in a positive manner.</li><li>• Is aware of own strengths and weaknesses and actively seeks out opportunities for new learning and growth.</li><li>• Takes a big-picture, long-term view when planning and anticipating potential impacts on the business. Weighs up options and implications, identifies strategies and plans, and is comfortable with managed risks.</li><li>• Maximise returns in the business is future-orientated and strategic and seeks areas for business improvement.</li><li>• Has a desire to learn more and is able to learn new information and skills quickly. Is able to apply learnt information to new problems. Quick to pick up technical concepts and jargon.</li></ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"><li>• Excellent working knowledge of the Local Government Act and Government procedures, protocol and policies.</li></ul>
<b>UNDERSTANDING</b>	<ul style="list-style-type: none"><li>• An understanding of the Treaty of Waitangi and its application for Council.</li></ul>
<b>COMMUNICATION</b>	<ul style="list-style-type: none"><li>• Excellent communications skills both oral and written, including ability to write concise and accurate emails.</li><li>• Should have an advanced knowledge on the principles of customer care and service, including customer needs assessment, meeting quality standards for services and evaluation of customer satisfaction.</li><li>• Presentation and communication skills with knowledge of sound ways to inform audiences (individuals or groups) through written oral and visual media.</li><li>• Remains calm, composed, and optimistic in stressful or high pressure situations.</li></ul>
<b>LEADERSHIP</b>	<ul style="list-style-type: none"><li>• A confident leader with the ability to give direction and take accountability for the actions and decisions of the team.</li><li>• Communicate in a clear, confident and articulate manner and is effective at influencing others. Has presentation and communication skills with knowledge of sound ways to inform audiences (stakeholders) through written, oral and visual media.</li><li>• Remains calm, composed, and optimistic in stressful or high pressure situations.</li></ul>

## Key Accountabilities

### Health Safety & Wellbeing

- Promote a strong Health and Safety culture across the Council by proactively modelling our values.
- Hold self and others to account
- Consistently follow all Health and Safety policies and legislative requirements.
- Ensure appropriate the relevant GM is briefed on serious or significant Health and Safety incidents; immediately in the event of a major incident.
- Work-related accidents, incidents and illnesses are reported through PeopleSafe.

### Te Tiriti o Waitangi

- Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate these into your work.

### Personal Development

- Exhibit behaviours consistent with the values of Council.
- Take responsibility for your own self development in order to enhance skills and knowledge applicable to current and future roles.

### Relationship Management

- Develop meaningful relationships with Council employees and stakeholders.
- Manage Community and customer expectations in line with Council's strategic goals and adopted policies.
- Ensure services are delivered in a customer focused way

### Continuous Improvement

- Identify continuous improvement practices to support the implementation and delivery of Council's outcomes.

### Risk Management

- Effectively identify and manage risks and contribute to the maintenance of HDC's risk management framework
- Take action to resolve and/or escalate issues in a timely fashion to minimise their impact

### Council Contribution

- Actively and positively participate as a member of the team.
- Perform all reasonable duties as needed.
- Participate in Emergency Management activities.



# Key Accountabilities

## Pillars

## Expected Outcomes



### 'You' Matter

#### Personal Development

- Proactively engage in ongoing personal development by having an appropriate development plan and seeking feedback to help develop and grow.

#### People Leadership

- Deliver on the principle of First Team, supporting your fellow colleagues and empowering and inspiring the development of a collaborative approach, across the organisation.
- Develop a high performing team who do great work together and who are engaged and motivated.

#### Change Leadership

- Be an advocate for and a driver of business change. Be a Future builder, help others across the organisation navigate the future.



### Work Matters

#### Customer Centric Processes and Procedures

- Know the Customer Excellence Strategy and apply as directed, while ensuring customer service is at the forefront of all decisions.
- Ensure services are delivered in an effective and customer focused way while maintaining working relationships.
- Accurately process financial transactions and reconcile all payments at the end of each day through reporting.
- Administer and process documentation as per Council standards and procedures.
- Follow processes and procedures ensuring all documentation is completed and recorded as per Council policies with accuracy.
- Provide a professional, friendly and helpful customer experience to all customers, contractors and staff while managing customer expectations. Guiding them to get the information or services they need providing an in-depth service of advice or transactions or directing queries and jobs to relevant departments when required.
- Act as a liaison between customers, contractors and or back office staff, assist customers with Council procedures and policies. Lodge all requests within required timeframes through official processes and followed up on when needed.

#### Information Tracking, Reporting and Support

- Gather and report on all customer related information as per set department requirements.
- Provide reporting through relevant tasks or when directed by your Team Lead or Manager.
- Provide high level support services to the overall Customer Experience department.
- Identify value added improvement ideas or give feedback on ideas when presented to you to ensure the Customer Experience Team are working effectively and efficiently

#### Relationship Management

- Provide support and business advice to Group Managers.
- Ensure services are delivered in an effective and customer focussed way, and that effective working relationships are maintained with key stakeholders.

#### Customer Focus

- Ensure services are delivered in an effective and customer focused way, and that effective working relationships are maintained with key stakeholders.

#### Council Contribution

- Deliver on overall Council contribution when required to ensure Council's overall business goals are achieved as well as developing own professional abilities on a continuous basis.

#### Continuous Improvement

- Identify continuous improvement practices to support implementation delivery of the Group and Council's overall business.
- Develop and maintain professional knowledge and contacts.

#### Risk Management

- Identify any organisational risks and take action to minimise their impact Effectively manage risks and establish and contribute to the maintenance of a risk management framework - Resolve and/or escalate issues in a timely fashion

#### Values

- The best interest of the organisation are represented at all times ensuring HDC values are reflected in behaviours and professional delivery of role.

#### Additional Duties

- Complete other duties that may be required

#### Partnerships Matter



#### Performance Matters