

Customer Service Representative

Customer Team, Strategy & Engagement

Reports to: Customer Service Team Leader

Location: Laings Rd

Date: May 2024

Purpose of the role:

The Customer Service Representative engages with customers across various communication channels, providing them with exceptional service and support.

This role acts as the frontline of our organisation, ensuring positive interactions and enhancing customer satisfaction.

Our purpose

Ko tō tātou he wāhi whai hua ki hōna tāngata - Our city where everyone thrives

At Hutt City Council we are committed to working together to create a connected, resilient and inclusive city of Lower Hutt Te Awakairangi, where all our people thrive.

As connectors, creators and leaders, we are supporting our neighbourhoods to become the architects of their future. Knowing that the work you do is meaningful and making a difference for generations to come is a great feeling.

Hutt City Council is a place you'll feel proud to be part of.

Our values



Manaakitanga *Show you care*

We are helpful, compassionate, do good and willingly give our attention.



Kotahitanga *Be Connected*

We seek and appreciate different perspectives, communicate effectively, share our knowledge and skills, and make valuable contributions that our colleagues appreciate.



Rangatiratanga *Have Courage*

We are ambitious, we explore new things, we do the right thing even if it's hard and we deal with issues directly and positively.

Our core capabilities

Our Capability Framework provides a common understanding of the capabilities, behaviours and ways of working needed to contribute to council's success. Our core capabilities are;

Toa Taumata Rau

Work as One Council

He Tātai Muka

People & Performance Focus

He Rangi tā Matawhānui

Open & Adaptable

Te Ringa Tōhau Nui

Business sense

Kāpuia Te Kākaho

Customer & Community Focus

Te Pae Tawhiti

Future Aware

Within each capability are the skills, knowledge, and behaviours that are expected to be demonstrated, depending on the level of the role.

You can find the full capability framework at careers.huttcity.govt.nz/home

The level of capability required for this role is:

☒ Foundational ☐ Intermediate ☐ Advanced

About the role

Customer Engagement	Interact with customers through phone, digital, and in-person channels, addressing their inquiries, concerns, and requests. Serve all internal and external customers in a polite, friendly and professional way.
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	Take personal responsibility for each customer enquiry, ensuring requests are completed at the first point of contact wherever possible. Positively seek solutions to customer enquiries and service requests where standard processes are not defined. Clarify customer's requests and needs as required to ensure accurate information, advice or services are provided in accordance with our customer commitments. Manage difficult customers in a constructive way that leaves the customer with a positive feeling about their contact with the council. Add value when responding to customer enquiries by informing customers of other related or applicable council services if appropriate.
Providing information and issue resolution	Provide accurate and timely information to customers, ensuring clarity and satisfaction. Assist in resolving customer issues, escalating complex matters when necessary.
Policy adherence	Follow customer service policies and processes, maintaining compliance with regulations and standards. Enter customer information and requests into various systems. Know and understand how this role contributes to the council's vision and objectives Ensure processes are well documented and updated. Knows where or who to go to for accurate information. Log all requests for services and complete requests for general information and enquiries on all council services.
Leadership of Self	Seek to understand how your work contributes to our organisational priorities. Stay informed about council programs, services, and policies to provide accurate and up-to-date information. Role model council's culture, values and core capabilities. Proactively look for ways to support our people to be and do their best. Take a 'one council' approach to teamwork. Have awareness of Te Tiriti o Waitangi and how this applies in a Local Government context.

	Demonstrate and promote the use of te reo Māori and other languages and customs in all that you do.
Planning	Understand and contribute to team short term and long-term strategies and plans.
Customer experience	Contribute towards providing positive internal and external customer experiences.
Stakeholder engagement	Build and develop effective relationships, proactively engaging with others in a positive manner.
Navigating change	Be open to changes in the way we work, the tools we use, the way we structure ourselves and the mahi we do in order to continue to meet council and community needs. Ask questions and participate positively during times of change, supporting others to do the same.
Continuous Improvement	Collaborate across team, council and with our partners to explore opportunities for continuous improvement. Champion new and innovative ways of thinking. Identify, recommend and aid in the implementation of improvements to existing systems and procedures.
Financial acumen	Protect council's reputation by following policies and making good choices on how to use council owned equipment, vehicles and office supplies.
Risk management	Identify risks and hazards and escalate appropriately.
Emergency Management	Actively contribute to and participate in any training, hazard identification and/or risk management and emergency response activities relevant to the role ie: floods, slips and other weather or natural event preparedness.
Health, safety and wellbeing	Actively participate in health and safety activities to create a safety culture based on continuous improvement. Participate in wellbeing activities. Prioritise health, safety and wellbeing to ensure we have the appropriate resources, skills and support for staff to work safely. You are familiar with our H&S Manuals, Policies and Process and agree to abide by them.

About you

Essential	Previous experience in customer service or related roles. Strong communication and interpersonal skills. Understanding of phone and digital channels/tools. Ability to handle customer inquiries effectively and professionally
Desired	Relevant certifications or training in customer service. Familiarity with local government or public sector operations.

Key relationships and delegations

Number of people reporting you	0
Total number of people within your delegation	0
Operating budget	\$ 0
Capital budget	\$ 0
Core partnerships	Internal: Council staff External: Customers, visitors, ratepayers, contractors, suppliers, afterhours call centre

Being a Public Servant in Local Government

The purpose of local government is to enable democratic local decision-making and action by, and on behalf of, communities; and to promote the social, economic, environmental and cultural well-being of communities in the present and for the future.

By choosing to work at Hutt City Council, you're making a commitment to abide by the Local Government Act 2002 and subsequent Amendment Act 2010. For more information on these acts please visit: www.legislation.govt.nz and localcouncils.govt.nz

Te Tiriti o Waitangi

Council affirms Te Tiriti o Waitangi as the founding document of Aotearoa and is committed to ensuring Te Tiriti Principles of partnership, protection and participation

underpin activities pursuant to the purpose and objectives of Council as they relate to our working environment.

The responsibilities in this role description may change over time due to the nature of our work and to ensure we continue to meet the needs of our community. You may also be required to perform additional duties from time to time. No significant changes to this role description will be made without consultation and agreement by you.