



## Job description

<b>Title</b>	Waste Services Customer Advisor
<b>Number</b>	3RR223; 100768
<b>Group</b>	Operations & Infrastructure
<b>Division</b>	City Operations
<b>Reports to</b>	Team Leader: Waste Operations and Compliance
<b>Direct reports</b>	N/A
<b>Date</b>	26/06/2026

### Job holder commitment

The job holder accepts as a fundamental requirement of their employment that they must demonstrate a personal commitment to:-

- modelling organisational values at all times
- a safe and healthy work environment
- assisting Council to fulfil its Civil Defence responsibilities

At TCC we uphold the principles of Te Tiriti o Waitangi by engaging in an effective and meaningful partnership with tangata whenua. We are committed to developing our knowledge and understanding of te reo Māori, tikanga Māori, Matauranga Māori and our partnership with tangata whenua.

### Job purpose

The primary purpose of this role is to be the first point of contact within the Waste Operations and Compliance team for waste-related enquiries, providing technical expertise relating to waste services to customers and departments that the Waste Operations & Compliance team collaborate with. CCMs and engagements with customers will then feed into the contract management of the waste services contracts as part of the reviews into contractor performance.

### Key outcomes

<b>Service delivery is timely, accurate and efficient.</b>	<ul style="list-style-type: none"><li>• Provide technical advice and information to internal and external customers about council waste services, bylaws, plans, policies, legislative requirements, and procedures across council waste activities.</li><li>• Assists customers with any technical issues experienced with website/online services and/or escalates any issues appropriately.</li></ul>
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	<ul style="list-style-type: none"> <li>• Provide customers with confirmation and invoice for new services relating to the kerbside collection service.</li> </ul>
<p><b>Customers receive accurate technical information and expertise experiencing a high level of service and satisfaction.</b></p>	<ul style="list-style-type: none"> <li>• Build and maintain high-quality relationships with stakeholders by responding directly to customer queries; identifying actions required to achieve resolution, providing an exemplary end-to-end customer-friendly experience.</li> <li>• Provide agile responses to requests for services in collaboration with relevant contracts, ensuring enquiries are referred to the appropriate people where required in a timely manner.</li> <li>• Foster good working relationships with customers and work colleagues.</li> </ul>
<p><b>Ensure knowledge, systems and processes are kept up to date.</b></p>	<ul style="list-style-type: none"> <li>• Utilises a range of multimedia communication tools to manage enquiries.</li> <li>• Use a range of council systems to access, retrieve and record information.</li> <li>• Keep Knowledgebase and Flowingly up to date with current processes regarding waste activities.</li> </ul>
<p><b>Provide support on contract management and reviews, including delivering effective and efficient administration support.</b></p>	<ul style="list-style-type: none"> <li>• Feed into the contract management of the waste services contracts as part of the reviews into contractor performance</li> <li>• Provide accurate technical information for the TCC website for Waste and associated projects.</li> <li>• Identify any opportunities to improve the processes that Council currently uses.</li> <li>• Provide administration support to the waste operations team as required.</li> </ul>

The job description is not an exhaustive list of requirements, the job holder will be required to perform tasks assigned to them that are not explicitly described in this document.

## Person specifications

<p><b>Essential</b></p>
<ul style="list-style-type: none"> <li>• Waste related or Customer Services qualification or equivalent level of learning through on-the-job experience.</li> <li>• 3 or more years experience and knowledge of corporate database systems.</li> <li>• A successful track record of working in a challenging environment with competing priorities.</li> </ul>

- Experience in developing collaborative relationships with contractors and external stakeholders.

# Here to make Tauranga better



WHANAKE TE TAI

## Our values

### **Pono / Integrity**

We do what we say we will do

### **Manaakitanga / Respect**

We listen to all views and show we care

### **Whāia te tika / Service**

We do the right thing for our community  
and each other

### **Whanaungatanga / Collaboration**

We work together and create connections