



## Job description

<b>Title</b>	Advisor: Contact Centre
<b>Number</b>	2CS24A-I, K-L, N
<b>Group</b>	Community Services
<b>Division</b>	Customer Service Centre
<b>Reports to</b>	Team Leader: Contact Centre
<b>Direct reports</b>	N/A
<b>Date</b>	01/06/2022

### 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, Mātauranga Māori and our partnership with tangata whenua.

### Job purpose

The primary purpose of this role is to be the first point of contact for enquiries received through Council's Contact Centre.

### Key outcomes

<b>Customers receive timely and accurate information.</b>	<ul style="list-style-type: none"><li>• Ensure complete and accurate information is provided to customers for enquiries across council services, bylaws, policies, legislative requirements and procedures across the range of council activities and across all multi-media channels.</li><li>• Takes ownership of customer enquiries received and complete as many at first point of contact as possible in a 'one-stop' approach.</li><li>• Suggest improvements in processes, systems, practices and policies within the wider CSC and other activities (where there is frontline impact) that will result in improved customer service delivery.</li></ul>
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	<ul style="list-style-type: none"> <li>• Ensure Council process and technical information is relayed to customers in an easily understandable way.</li> <li>• Act in a 'solution focused' way with customers and their enquiries. Always going the extra mile where possible to ensure customers receive best possible service.</li> </ul>
<b>Strong Relationships with internal and external stakeholders are developed.</b>	<ul style="list-style-type: none"> <li>• Meet service level requirements agreed with other council departments</li> <li>• Regularly liaise with other departments and develop strong working relationships with council staff.</li> <li>• Develop excellent working relationships with external stakeholders to assist in the delivery of council services</li> </ul>
<b>Advisors are knowledgeable and systems savvy.</b>	<ul style="list-style-type: none"> <li>• Ensure a range of council systems are used to access, retrieve and record information. Utilise a range of multimedia communication tools to manage enquiries e.g. phone, face to face, SMS, web chat, social media, emails, calls.</li> <li>• Create accurate service requests to other council departments to ensure customer queries are responded to.</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

<b>Essential</b>
<ul style="list-style-type: none"> <li>• NCEA Level 3 or University Entrance equivalent.</li> <li>• Minimum of 3 years work experience, preferably in a customer service environment.</li> </ul>

# 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