# Job description

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| **Title** | Customer Coordinator |
| **Number** | TBC |
| **Group** | Community Services |
| **Division** | Spaces & Places |
| **Reports to** | Facilities Lead Coordinator |
| **Direct reports** | N/a |
| **Date** | 17/10/2024 |

## 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 manage the front reception desk and provide administrative support to ensure efficient operation of the corporate office.

## Key outcomes

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| Visitor Management | * Ensure visitors sign in and out as required. * Issue visitor passes or badges when necessary, * Monitor and control access to the office, ensuring that unauthorized persons do not enter restricted areas. * Notify management in case of any suspicious activity, |
| **Ensure effective organisation of resources.** | * Coordinate and maintain key cabinet processes. * Coordinate temporary staff and contractor access cards and their maintenance. * Coordinate meeting rooms as required. * Manage and maintain locker allocation keys and system. * Recommendations are made to management in relation to improvements that should be made to processes. |
| Professional relationships are developed, maintained and leveraged to achieve business goals. | * Customers/visitors feel welcomed and receive accurate information and experience a high level of service. * Process public and staff enquiries, ensuring an accurate record is kept. * Manage relationships with contractors and suppliers. * Proactively monitor and evaluate systems and processes, providing input into ways to improve the delivery and quality of our services. * Respond to visitor or client inquiries, both in person and over the phone, regarding TCC, services, or procedures. * Comprehensive records of all communications are maintained on the corporate document management systems. |

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| Key Responsibilities | * Actively participate in and comply with all health, safety and wellness initiatives and requirements. * Participate in emergency management and business continuity activation as required. * Use our code of conduct, corporate policies, procedures, processes, systems, business conventions, and legislative obligations when undertaking roles. * Understand the vision and purpose of Tauranga City Council. * Keep yourself informed on what is happening within the whole organisation. * Take on other duties as reasonably requested of you |

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| Administration | * Be available to provide back up support to the Facilities Team as required. * Raise Purchase orders and receipts in SAP as required |

## 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

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| Essential |
| * NCEA Level 3 qualification. * Experience working in front of house/reception roles * Well-developed written and oral communication skills. * Proven skills in customer service. * Confident and able to communicate effectively. * Two to three years office management or compliance environment particularly relating to facilities, property and buildings. * Excellent PC skills with a good working knowledge of Microsoft Office, with an intermediate knowledge of Word and Excel. * Ability to take the initiative and work independently. * Excellent organisational skills with the ability to manage multiple streams of work and prioritise tasks. * Current Full Drivers Licence |

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