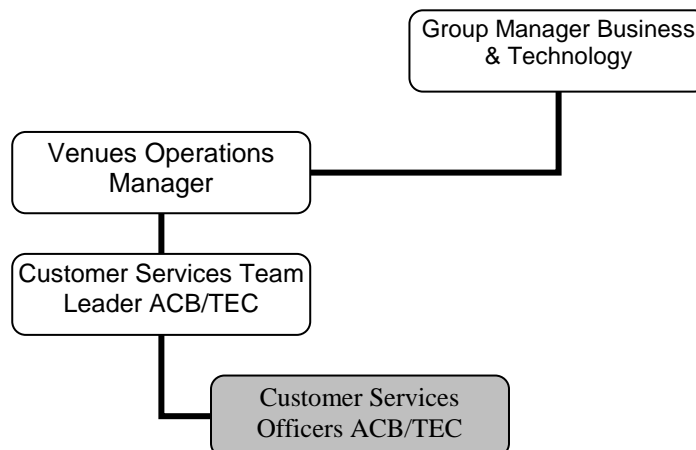


# Taupō District Council JOB DESCRIPTION

Job Title:	<b>Customer Services Officer - AC Baths/TEC</b>
Department:	Business and Technology
Responsible To:	Customer Services Team Leader ACB/TEC
Responsible For:	Nil
Location:	AC Baths & Taupō Events Centre
Job Purpose:	<b>This job exists to:</b> <ul style="list-style-type: none"><li>○ To collect, reconcile, and bank all paid entrance fees and any other monies collected from the operations of ACB/TEC</li><li>○ To provide excellent customer service for both external and internal customers by receiving and responding to all enquiries, complaints, bookings, sales, information or related functions</li><li>○ To undertake general administrative functions such as lost property, stock maintenance, data recording, invoicing, memberships, retails sales, preparing vouchers and reports, general ledgers, service requests and all bookings for ACB/TEC</li></ul>
Date Last Updated:	July 2017

## Organisation Context:



## Functional Relationships:

**External**

- Stakeholders
  - User Groups, Clubs and Organisations
  - Individual Users
  - Ratepayers
  - Industry Competitors / Affiliates
  - Iwi
- Industry Partners
  - Sport Waikato
  - Educational Institutions
  - Organisations, Groups and Clubs
- Service Providers
  - Contractors

**Internal**

- District Events team staff
- Programmes team staff
- Rock wall team staff
- Fitness Studio team staff
- Information Technology Team – Taupō District Council
- Human Resources Team – Taupō District Council
- Various other Taupō District Council staff

**Key Result Areas:**

The position of **Customer Services Officer – AC Baths/TEC** encompasses the following major functions or Key Result Areas:

- Collection and Accounting of Income
- Customer Service
- General Administration
- Retail Shop
- Telephony/Communications
- Corporate Contribution
- Health & Safety & Wellbeing
- Digital Solutions

**Key Result Areas:**

Jobholder is accountable for	Jobholder is successful when
<p><b>KRA 1 Collection and Accounting of Income</b></p> <ul style="list-style-type: none"> <li>○ Receiving and processing payments from customers for entry, hire items, attractions, programmes, events, functions or other services or ventures</li> <li>○ Balancing daily takings, reconciling and preparing monies for daily banking</li> <li>○ Checking problems in connection with departmental cash receipting are researched and resolved</li> <li>○ Collecting and recording daily takings and use statistics</li> <li>○ Full knowledge of services and memberships available for all areas</li> <li>○ Advise on which service is appropriate for each individual</li> </ul>	<ul style="list-style-type: none"> <li>○ All monies accurately receipted, coded and banked within required timeframes</li> <li>○ No banking errors received from the bank</li> <li>○ Polite and courteous manner during the collection and receipting of Council revenue</li> <li>○ Patrons are charged and pay the correct amount for entry to, or participation in activities at the venue</li> <li>○ Daily cash balances are correct</li> <li>○ Income, sales and usage data is collected and recorded</li> <li>○ Members and customers are happy with service offered</li> </ul>

<p><b>KRA 2 Customer Service</b></p> <ul style="list-style-type: none"> <li>○ Ensuring counter is attended and service offered at all times between 5.45am – 9.30pm and make Customer Services Team Leader aware when extra staff are required in peak times</li> <li>○ Role modelling appropriate attitudes and behaviours in line with Customer Service Centre values to gain co-operation of others both inside and outside Taupō District Council</li> <li>○ Discussing Taupō District Council policies and if need be interpreting them, as well as promoting new and existing services</li> <li>○ Maximise public enjoyment by providing a consistent and high standard of customer service in a friendly and helpful manner, greeting customers with a smile and treating customers of all ages with respect and encouraging ongoing facility use.</li> <li>○ Ensuring security procedures are followed e.g. sign visitors in and out of building</li> <li>○ Receiving and issuing documents of importance over the counter e.g. booking confirmations, memberships</li> <li>○ Screening customer enquires to avoid unnecessary interruptions to staff</li> <li>○ Collect accurate and sufficient information to adequately resolve problems</li> <li>○ Keep up to date on all business unit services e.g. Fitness, Rockwall, Swim School and pools, Stadium and events</li> </ul>	<ul style="list-style-type: none"> <li>○ Cope with sheer volume of work at busy periods in a limited time e.g. bookings &amp; membership processing, invoicing (especially in school holidays)</li> <li>○ Customer receiving correct advice, calculations or direction for appropriate area in a helpful, courteous, timely and professional manner</li> <li>○ Customer satisfaction – no valid complaints to Customer Service Team Leader on poor customer service received</li> <li>○ Customers contacting the reception in person, by phone, or in writing receive a response that is impartial, consistent, friendly, helpful, accurate and up to date</li> <li>○ Handle all duties with tact, diplomacy and confidentiality</li> <li>○ Customers leave satisfied having received a professional service</li> <li>○ Customers are dealt with fairly and with a smile</li> <li>○ Full knowledge of complex including Great Lake Centre, Taupō District Council and Taupō area.</li> </ul>
<p><b>KRA 3 General Administration</b></p> <ul style="list-style-type: none"> <li>○ Invoicing for AC Baths/Taupō Events Centre</li> <li>○ Recording statistical data</li> <li>○ Member database management</li> <li>○ Recording and dealing with lost property</li> <li>○ Staff training</li> <li>○ Bookings for ACB/TEC</li> <li>○ Banking duties</li> <li>○ Preparing vouchers, certificates, updating brochure stands, updating “Do You Know” brochure weekly, and reports each month.</li> <li>○ Lane availability</li> <li>○ Undertaking unspecified duties as required</li> <li>○ Mail outs – promotions, retention letters, etc.</li> </ul>	<ul style="list-style-type: none"> <li>○ All lost property is registered and accounted for</li> <li>○ Accurate billing of all usage.</li> <li>○ Duties are performed as required in a timely manner</li> <li>○ Reports received in a prompt manner.</li> <li>○ No double or missed bookings.</li> <li>○ All bookings are invoiced unless paid for at time of entry.</li> <li>○ No errors on vouchers &amp; certificates</li> </ul>
<p><b>KRA 4 Retail Shop</b></p> <ul style="list-style-type: none"> <li>○ Stock management &amp; stock take</li> <li>○ Up selling to customers and retention of existing customers</li> <li>○ Cleaning of shelving and stock each week</li> <li>○ Training in stock items for maximum understanding</li> </ul>	<ul style="list-style-type: none"> <li>○ Stock take is accurate and completed on time</li> <li>○ Stock is displayed tidy and attractive</li> <li>○ Stock levels are maintained and checked regularly.</li> <li>○ Medium to high turnover of shop items</li> </ul>

<p><b>KRA 5 Telephony/Communications</b></p> <ul style="list-style-type: none"> <li>○ Receiving phone calls, passing on to specific staff, recording and passing on messages, taking responsibility for responding to all others</li> <li>○ Receiving complaints, recording, solving or passing on to appropriate person.</li> <li>○ Providing information services</li> <li>○ Operating Radio Telephone</li> <li>○ Maintaining staff contact details</li> <li>○ Answer and solve calls as quickly as possible to meet or exceed Client Services Supervisor's percentage targets</li> </ul>	<ul style="list-style-type: none"> <li>○ Customer Service staff are adequately trained</li> <li>○ All calls answered promptly, efficiently and courteously</li> <li>○ Response rates are within performance guidelines</li> <li>○ Calls are correctly screened and customer contact needs are clearly identified</li> <li>○ Messages are accurately recorded and brought promptly to the attention of the appropriate officer</li> <li>○ No valid customer complaints</li> </ul>
<p><b>KRA 6 Corporate Contribution</b></p> <ul style="list-style-type: none"> <li>○ Being a team player relative to support for, adherence to, and compliance with Council's governance and corporate plans, policies and strategies, management plans, policy and procedure manuals, strategic and business plans</li> <li>○ Showing support for organisation development initiatives e.g. customer focus improvement, culture change</li> <li>○ Participating in Performance Development process</li> <li>○ Fulfilling required Health and Safety tasks/responsibilities</li> <li>○ Fulfilling required emergency management contribution</li> <li>○ Participating in and contributing to corporate projects and inter-departmental initiatives as agreed</li> <li>○ Ensuring proper care of company plant and equipment</li> <li>○ Fulfilling administration-reporting requirements (eg. Timesheets, vouchers, reporting)</li> <li>○ Showing punctuality, reliability, respect and professionalism with all work related dealings</li> <li>○ Corporate records are captured into Council's official document management system.</li> </ul>	<ul style="list-style-type: none"> <li>○ Corporate responsibilities are undertaken and completed accurately; meeting specified standards and within agreed timeframes</li> <li>○ Contribution to projects and corporate initiatives is effective and valued</li> <li>○ Administration requirements are completed in a timely and accurate manner</li> <li>○ Council's official document management system is adopted and used.</li> </ul>

<p><b>KRA 7 Health &amp; Safety &amp; Wellbeing</b></p> <ul style="list-style-type: none"> <li>○ Model a culture of safety and wellbeing for your staff (if Manager/Supervisor position)</li> <li>○ Take responsibility for your own health and safety</li> <li>○ Ensure own actions keep self and others safe</li> <li>○ Identify, report and assist to eliminate hazards/risks in work place</li> <li>○ Participate in local work place safety management practices</li> <li>○ Participate in workplace wellbeing initiatives</li> <li>○ Ensure compliance under Health and Safety at Work Act 2015.</li> </ul>	<ul style="list-style-type: none"> <li>○ Council Health and Safety policy is adhered to.</li> <li>○ Participates in the prompt identification, reporting, management of established controls of incidents and hazards</li> <li>○ Undertakes any specific job training as required</li> <li>○ Participates in the Rehabilitation and Return to Work process</li> <li>○ Works safely in a manner which will not cause harm to themselves or others</li> <li>○ Follow safe work related requirements e.g. Legislation, Regulations, Standards, ACOPs, Best Practise Guidelines, established work procedures (SOPs), work rules, policies and instructions etc.</li> <li>○ Is proactive and participates in any safe work related activities/projects/objectives.</li> </ul>
<p><b>KRA 8 Digital Solutions</b></p> <p>For managers:</p> <ul style="list-style-type: none"> <li>○ Leads team and organizational digital solutions improvements.</li> </ul> <p>For all staff:</p> <ul style="list-style-type: none"> <li>○ Open to new ideas, new ways of doing things through digital solutions.</li> <li>○ Participates in and supports new digital solutions.</li> <li>○ Handles situations and problems with innovation and creativity.</li> </ul>	<ul style="list-style-type: none"> <li>○ Digital solutions are considered and implemented where possible prior to or in conjunction with considering other options.</li> <li>○ New digital systems are adopted when implemented.</li> </ul>

**Note**

*The precise performance measures for this position will need further discussion between the jobholder and manager as part of the performance development system.*

## Person Specification:

### Qualifications

**Essential:**

- Experience in customer service

**Desirable:**

- First Aid Certificate
- Kiwi Host Certificate
- Current Driver's Licence

### Knowledge / Experience

**Essential:**

- Experience with collecting and accounting for money
- Excellent presentation interpersonal skills
- Experience in community customer service/sales/reception related position
- Experience with spreadsheet and word processing
- Customer focused, able to achieve customer satisfaction for all customers
- Ability to communicate at all levels in the organisation
- Manage and prioritise multiple tasks
- Be friendly and courteous at all times
- Need to be able to adapt to change and have confidence to not only use initiative but to act on it
- Working knowledge of Microsoft Office
- Patience and a sense of humour
- Cashiering and administrative skills
- Conflict Management
- Retail Experience

**Desirable:**

- Previous experience and understanding of recreation/sport or exercise

### Key Skills/Attributes/ Job Specific Competencies

*The following levels would typically be expected for the 100% fully effective level:*

Expert	<ul style="list-style-type: none"> <li>- Accuracy with cash handling</li> <li>- Customer focus</li> <li>- Reception</li> <li>- Ability to identify and analyse client needs</li> <li>- Communication skills – written and verbal</li> <li>- Interpersonal skills</li> <li>- Ability to communicate at all levels in the organization</li> </ul>
Advanced	<ul style="list-style-type: none"> <li>- Interpersonal skills</li> <li>- Good general knowledge of Taupō District Council systems, responsibilities, procedures and structure, sport, recreation, exercise and activity</li> <li>- Links Booking System</li> <li>- Conflict management</li> <li>- Cash handling</li> <li>- Organisational skills</li> <li>- Negotiation skills</li> <li>- Ability to work as a team member</li> </ul>
Working Knowledge	<ul style="list-style-type: none"> <li>- Time management</li> <li>- Computer skills</li> <li>- Knowledge of Microsoft Office, Outlook Express, and Desktop</li> <li>- Word processing</li> <li>- Spreadsheet, booking and customer database programs</li> <li>- Retail sales</li> </ul>
Awareness	<ul style="list-style-type: none"> <li>- Cultural awareness</li> <li>- Political awareness</li> <li>- Community awareness</li> <li>- Health and Safety</li> <li>- Legislation</li> <li>- Current issues</li> </ul>

**Taupo District Council Values:**

**Kotahitanga**  
We're in this together

Unite  
Connect  
Deliver

**Hazards Associated with the Position**

Taupo District Council is committed to ensuring that health and safety will not be compromised by either the work environment or work process and procedures by:

- Providing a safe and healthy work environment;
- Reducing the risk to employees arising from identified hazards.

Taupo District Council will take all reasonable steps to ensure that an individual is not appointed to a position that will endanger their health, by ensuring that significant hazards associated with the position are identified.

**Before you are offered the position you may be required to complete a health questionnaire which will formulate a baseline health status to ensure that potential risks to employees are identified.**

<b>Activity</b>	<b>Hazard</b>
Dealing with members of the public on a variety of issues	Verbal and physical abuse Emotional stress
Dealing with money	Armed hold up
Work fluctuations (peak times such as school holidays)	Stress – physically and mentally

**Change to job description:**

*From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment– including technological requirements or statutory changes. Such change may be initiated as necessary by the manager of this position. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle. (A review in job size and possible impact on remuneration structure of the position will only be considered where change to the position is significant). Guideline: significant would typically involve a 25% change in the complexity / accountability of the role.*

..... Date:

Approved: (Manager/Supervisor)

..... Date:

Employee: