

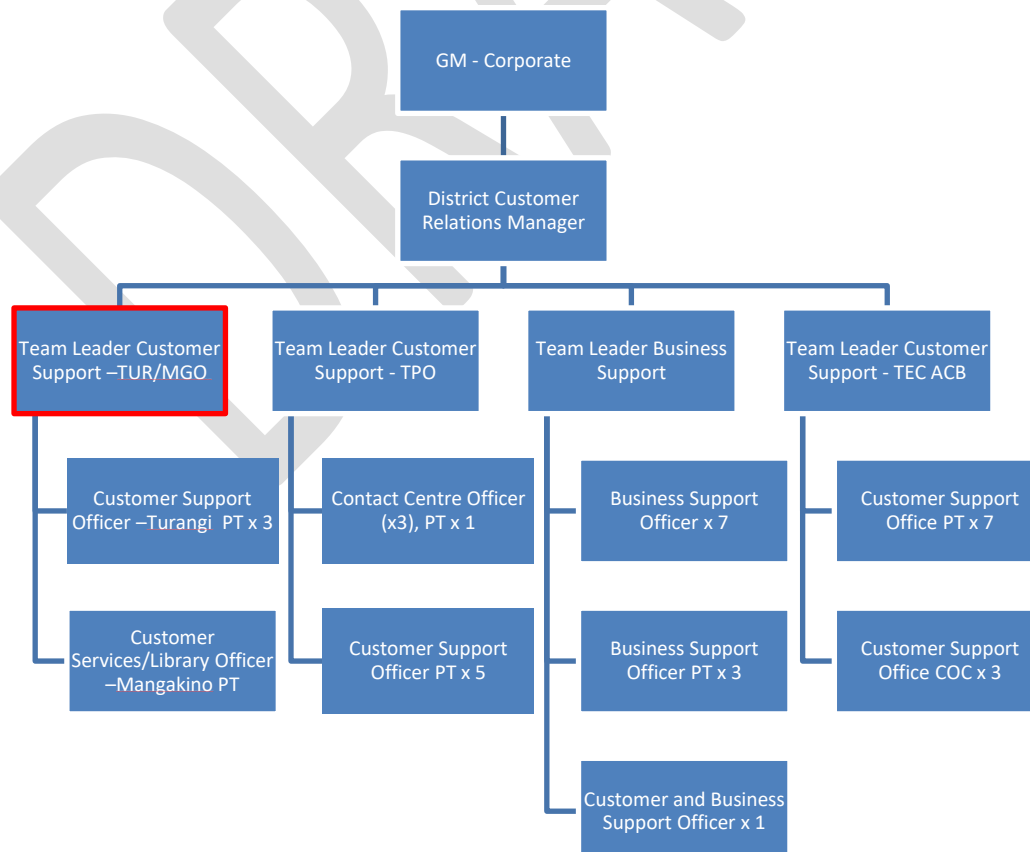
TEAM LEADER CUSTOMER SUPPORT – TURANGI/MANGAKINO

POSITION DESCRIPTION

POSITION INFORMATION

Group	Customer Relations – Corporate Division
Team	Customer Support
Reports to	District Customer Relations Manager
Direct Reports	4
Primary Location	Turangi/Mangakino, Taupo and additional sites around our district as required
Financial Authority	\$10,000

TEAM STRUCTURE



POSITION PURPOSE

- To provide a high quality, responsive customer support service to the community of Turangi & Mangakino including surrounds in line with organisational standards.
- Responsible for leading the daily operations of the customer support and visitor information delivery.
- Undertakes team performance reviews and development planning
- Provides hands on support and carries out work tasks. This role is intended to provide day to day operational management of the team as well as deliver an incumbent workload (50/50).

KEY RESPONSIBILITIES

Responsibility	Key Functions/outcome
Deliver outstanding customer service	<ul style="list-style-type: none"> • Ensure that information is delivered to customers accurately, timely and in alignment with TDC's Customer Promise. • Be accountable for customer service requests being monitored, progressed, resolved and keeping the customer informed. • Build trust and confidence with key stakeholders • Provide an efficient, accurate, prompt and friendly customer service to all external and internal customers. • Maintain a high level of customer service under all conditions, devising solutions and meeting commitments within timeframes and constraints. • Ensure customer payment receipting and secure cash handling operations are in operation. • Counter information is up to date and displays are customer focused. • The team is supported and aware of their responsibilities and enabled to adhere to them. • Liaise with internal departments to review customer support levels of service and ensure the customer service team are providing accurate information • Assist in the recruitment and selection process for new team members • Assist in the monitoring and improvement of systems, methods, efficiency and the quality of services provided to customers. • Assist in ensuring future demands of the Customer Service Centre are anticipated and planned for where possible • Rostering for the service centres are updated and communicated.
Leadership	<ul style="list-style-type: none"> • Assisting in the effective running of the Turangi & Mangakino Customer Support Centres • Ensuring staff receive the appropriate training and all new staff are fully inducted and trained to deliver excellent customer experiences. • Leading a team of direct reports and undertaking their performance reviews. • Providing training for reports. Be a role model and mentor to members of the customer service team. • Developing staff knowledge and skills • Engage, motivate and develop staff to reach their true potential. • Promotes a customer services culture and ensures staff commitment to this. • Performance issues of team members are brought to the attention of the District Customer Relations Manager as soon as practicable.

Responsibility	Key Functions/outcome
	<ul style="list-style-type: none"> Deputise for District Customer Relations Manager when required. Mentor team relationships for a supportive and positive workplace.
Develop and maintain excellent relationships across all functions within the Taupō District Council	<ul style="list-style-type: none"> Escalates issues as appropriate Develop and maintain internal working relationships in order to provide an efficient and effective service for customer
Records and Reporting	<ul style="list-style-type: none"> Ensure accuracy of information/records in systems adopted by the department/organisation. Produce accurate reports as required for the Leadership Team
Health & Safety and Wellbeing	<ul style="list-style-type: none"> Model a culture of safety and wellbeing for your staff Take responsibility for your own health and safety Ensure your own actions keep self and others safe Identify, report and assist to eliminate hazards/risks in work place Participate in local work place safety management practices Participate in workplace wellbeing initiatives Ensure compliance under Health and Safety at Work Act 2015
Project Management	<ul style="list-style-type: none"> Undertakes projects and/or other initiatives that may be assigned by the Leadership Team
Emergency Management	<ul style="list-style-type: none"> Participates in civil defence emergency management (CDEM) events and training if required

Note: This is a broad outline of the responsibilities for this position and not an exhaustive list of your responsibilities. Key responsibilities may vary from time to time as directed by your supervisor/manager to accommodate the operational needs of the team and organisation.

FUNCTIONAL RELATIONSHIPS

Internal	External
<ul style="list-style-type: none"> Turangi & Mangakino Staff Taupō Staff (All Divisions) Turangi/ Tongariro Community Board Members Mayor/ Councillors Turangi Librarians Turangi Compliance Office (Dogs and General) Building Inspectors Parks & Reserves Team Project Teams 	<ul style="list-style-type: none"> Iwi partners Ratepayer Organisations (Turangi Tongariro Residents & Ratepayers' Association, Hatepe, Eastern Lakeshore, Motuoapa, Tokaanu, Pukawa, Omori-Kuratau, Whareroa, Mangakino Pouakani Ratepayers Group) SOE's (e.g. Genesis Power Ltd) Town Centre Retailers Contractors/Suppliers Consultants and Professional Advisors General Public Ratepayers Valuers & Solicitors Government Departments Other Local Government Agencies

VISION

“Making a better life for you and your families. We’re in this together – let’s make it work!”

VALUES

Kia kōtāhi mai – We’re in this together

Unite

Connect

Deliver

Kōtahitanga

Six key behaviours summarise how we will operate and support our values:

- Share and seek information with open, effective and intentional communication
- Support one another with honesty, respect and integrity in all interactions
- Exceed expectations of the community and beyond
- Seek improvement in all that we do
- Harmonise life and work
- Build a stronger relationship with the whenua and the people

PERSON SPECIFICATION

Education and Qualifications

Essential	Desirable
<ul style="list-style-type: none"> • Minimum NCEA Level 3 in relevant subjects • Certificate of Business Administration or similar 	<ul style="list-style-type: none"> • Diploma of Business Administration

Personal Attributes

Essential	Desirable
<ul style="list-style-type: none"> • Customer Centric • Ability to lead and manage others • Ability to communicate at all levels in the organisation • Ability to identify and analyse customer needs • Able to communicate well orally and in writing • Interpersonal skills 	<ul style="list-style-type: none"> • Mediation and negotiation Skills • Ability to work as a team

Competencies and Experience

Essential	Desirable
<ul style="list-style-type: none"> At least 5 years customer service experience in a similar size organisation Proven relationship management experience Proven ability to communicate at all levels Experience representing an organisation externally Proven organisational skills including prioritization and time management Competency in Microsoft Office Suite (Word, Excel, Access, PowerPoint, Outlook) Previous Local Government experience Supervisory experience 	<ul style="list-style-type: none"> Good understanding of all relevant legislation required to be used in Local Government Project Management Knowledge of Local Government practice and procedure Conflict Management Coaching skills Cash handling

JOB DESCRIPTION SIGN-OFF

Please note that this Job Description will be discussed annually to ensure currency of the position responsibilities.

	Manager	Employee
Name		
Signature		
Date		