

Customer Experience Officer

To provide effective and efficient service to ensure customer satisfaction.

ORGANISATION
NGĀ POU | OUR VALUES

 **Manaakitanga**
POU 1. The customer is at the centre of everything we do.

 **Rangatiratanga**
POU 2. We aspire to the highest standards.

 **Whakapono**
POU 3. We strive to be trusting and trustworthy.

 **Whanaungatanga**
POU 4. We act with courage, respect, kindness and empathy.

 **Kotahitanga**
POU 5. We embrace diversity and strive to be inclusive.

 **Aroha**
POU 6. We believe in and encourage each other.

 **RANGITIKEI**
DISTRICT COUNCIL

**He oranga Whenua,
He oranga Tangata,
He oranga Wairua.
Tīhei Mauriora!**

**If our Land is cared for,
if People are looked after,
if the Spirit is strong,
we can build a
better future for all.
Let there be life!**

Making this place home

Our expectations

As part of the Rangitikei District Council we want to work as a team to deliver the best outcomes for our district. We are building our organisational culture around the principles of delivering for our customers, our organisational values, working together, and focussing on outcomes rather than tasks.

That means we will:

- provide strong customer service to all our customers
- operate collaboratively as a total Council team, and
- deliver our services in a way that is best for the district (as opposed to best for the Council).

In short, we want you to think about what we are trying to achieve, and then work as a team to provide great services to the residents of our district.

Customer Experience Officer – that’s your primary role at Rangitikei District Council. But working with us is much more than simply completing the task – it’s about how you go about doing the task, how you make a difference to the organisation, the ways you work with others, and how you deliver the best services to the district.

We’re crafting a new way of working together here at Council. We think each of us has a key role to play in making our district a great place to live. We do that by giving superb service to our customers; we do it by working together as a group; we do it by building a culture where we can all contribute our ideas; and we do it by focusing on our outcomes.

Where appropriate, we want you to be part of cross organisational teams, to bring your solutions to the table, and to work with those teams to implement them.

What you will do

- Receive requests for services and enquiries in person, via inbound calls and emails where you will provide professional, fully effective and efficient customer service while ensuring a positive experience
- Lead from the front, and be accountable for all customer queries within agreed timeframes
- Add value to customer interactions, by understanding, respecting and assessing their needs
- Ensure confidentiality is maintained
- Maintain a high level of understanding and knowledge of Council's role and functions and keep up to date with all events, meetings and news
- Provide customer support to other Council departments
- Comply with Councils governance and corporate plans, policies and strategies, management plans, policy and procedure manuals, and strategic and business plans
- Continually monitor and improve systems, methods, efficiency and the quality of services provided to customers
- Be confident having conversations regarding difficult topics while providing empathy

What we all do

- Grow and develop resilient customer focused staff, within a culture based on personal responsibility
- Provide a safe, flexible and supportive environment, where performance is recognised and success is celebrated
- Embrace training and professional development opportunities for continuing improvement
- Undertake Civil Defence Emergency Management responsibilities, if required.

Our customer commitment

We strive to deliver excellent customer service by:

- Understanding and anticipating your needs
- Dealing with your enquiry promptly and fully
- Providing quality support and information to assist you
- Communicating changes to services in advance

We will:

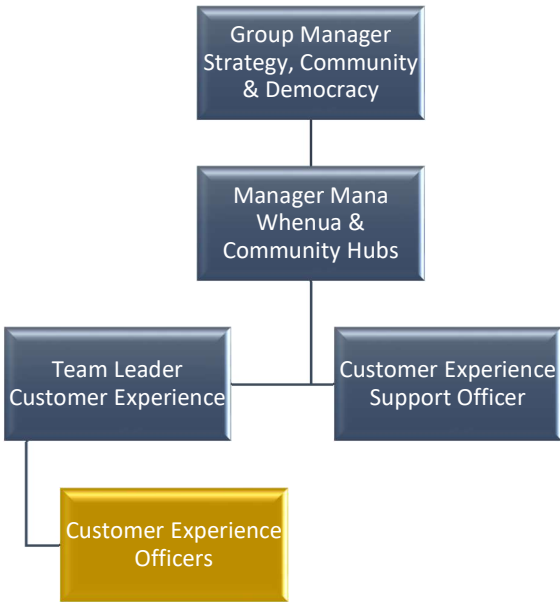
- Welcome you, listen and treat you respectfully
- Acknowledge and follow up all complaints and requests
- for service, and provide a timely response to you
- Seek your feedback on the service you receive so we can continue to improve what we do.

Health and safety

- Accurately and promptly report all accidents, incidents, near misses, hazards and risks by the end of the working day
- Keep yourself and others safe
- Adhere to all Council Health & Safety policies, procedures and guidelines

What you will bring

- Proven customer service experience
- Ability to demonstrate and apply the organisational values to every interaction
- Thorough understanding and advocacy for the principles of customer first



- High level of understanding and knowledge of Councils roles and responsibilities
- High level of interpersonal skills
- Excellent verbal and written communication skills
- High level of accuracy and attention to detail
- Demonstrated ability to perform professionally and efficiently and a capacity to work under pressure and meet deadlines
- Strong computer skills including both literacy and competency in the Microsoft Office suite of programmes (particularly Word and Excel)
- Results orientated and accountable
- Strong networking and consultative approach, allowing development and maintenance of strong working relationships within the organisation
- Ability and willingness to learn and adapt to new technology and software in a continuously changing environment