



Tūranga Mahi / Position Description:

Customer Advisor

At Rotorua Lakes Council, we are driven by the **purpose** for our existence, - by our 'why'. Our 'why' is our customers. We come to work each day to deliver services for our customers, and we keep them at the centre of our organisation's culture. We are committed to building a high performing culture based on our **purpose**.

'How' we work together is defined by our organisational culture and values. What each person does differs from role to role and will change based on the work programme approved by our Elected Council. The tasks that we do in each role are not a purpose in themselves, their purpose is to serve our customers.

To be successful in the role, and to enjoy your employment at RLC by achieving significant results for the community, you will need to take to heart and live the sentiment "The organisation's success is my success – my job is only done when everyone's job is done".

Rotorua Lakes Council is one of the largest employers in Rotorua, building a positive future for our district with approximately 78,000 residents, and visitors numbering in the millions. We are determined to be among the best councils in New Zealand and are committed to continually improve the service provided to our customers, both external and internal.

Rotorua is in the heart of the Te Arawa region. 40% of the population are Māori. Being a bicultural city provides a foundation for us to recognise and celebrate our increasing diversity which enriches us as individuals and as a multi-cultural community. Employment at RLC is a unique opportunity to develop your understanding and appreciation of Te Ao Maori, in order to better serve our whole community. As a senior leader in the organisation, you have a key responsibility to lead our people in adhering to our legislative responsibilities to mana whenua.

A top priority is to ensure the health and safety of our people at work. We want you to go home healthy and safe each day. Safety is everyone's job – all of our staff have a shared responsibility to manage our work environments to prevent harm, and to actively engage with health and safety initiatives and procedures. Managers are responsible for the health and safety of the areas and people under their leadership.

Rotorua Lakes Council has statutory responsibility for Civil Defence and Emergency Management (CDEM) within the district. This responsibility extends to all staff, who may be called upon to undertake CDEM roles in addition to their position specific responsibilities.

We are one team. To be successful, it is important that all staff are aligned to and actively support the organisation's direction, working collaboratively, and actively participating in activities and initiatives to advance the organisation.

The position description below describes the specific requirements of this position. The description within this position description is not an exhaustive list of responsibilities or tasks and staff are expected to contribute to the organisation through other tasks and activities assigned by their manager. In addition, you are also expected to be proactive in knowing and following Council policies and procedures.

TE ĀHUA O TE MAHI - POSITION SPECIFICATION	
MAHI - POSITION:	Kaitohu Kiritaki - Customer Advisor
RANGATIRA - REPORTS TO:	Customer Service Delivery Team Leader
KĀHUI - GROUP:	Customer Experience
TAUNGA MAHI - LOCATION:	Civic Centre
PŪTAKE - POSITION PURPOSE:	To provide a professional solution focussed customer responsive and effective first point of contact information advisory service.
NGĀ WHAKARITENGA - DELEGATIONS	• Number and nature of direct reports - Nil • Budget responsibility - Nil
HONONGA WAIWAI – KEY RELATIONSHIPS: Rāroto - Internal	• Mayor and Elected Members • Te Tatau o te Arawa • CE's Group • Manahautū Te Arawa Partnership • Destination Development • Organisational Performance & Innovation • Infrastructure & Assets • Chief Financial Officer • People & Culture • Community Experience
HONONGA WAIWAI – KEY RELATIONSHIPS: Rāwaho - External	• Council stakeholders • Contracted service providers • Technical professionals in your field • Consultants and Contractors • Auditors • Local Iwi groups • Neighbouring local authorities • Mayor and Elected Counsellors • Local Government New Zealand (LGNZ) • Media and professional groups • Regional Council • Chamber of Commerce • Te Arawa Entities • Rotorua Community & Partnership • Police • Māori Wardens • Neighbourhood support

NGĀ MAHI MATUA - KEY ACCOUNTABILITIES:	Undertake the following key activities: • Delivery of first point of contact information services that are solutions-focussed and customer responsive with high quality outcomes produced in a timely manner (face to face, phone, email txt). • Contribute to day-to-day service delivery and customer experience including meet, greet and directing of customers / visitors, providing first customer resolution where possible (target of 65%). • Connect customers to the right staff member first time. • Payments processed accurately and timely. • Provide information and advice on Council Services. • Rates Rebate Assessments. • Create service requests / RAMM where required. • Customer Feedback capture / referral. • Keep up to date with changes in policy, procedures, legislation etc. • Customer Centre Administration tasks. • Assist Business Support team when required. <i>NB: the key accountabilities listed above are not an exhaustive list. You may be expected to undertake additional delegated responsibilities in the course of your employment that are consistent with the purpose of your role.</i> There will also be the annual delivery of agreed KPIs.
TE ĀHUA O TE TANGATA - PERSON SPECIFICATION	
NGĀ MAHI MATUA - FORMAL QUALIFICATIONS: (Ngā matau ā-wheako rānei - Or experience recognised as equivalent)	Required • Relevant experience in the delivery of customer service functions. Desirable • Experience in working with business improvement systems and solution development processes
NGĀ PŪKENGĀ - POSITION SPECIFIC COMPETENCIES AND ATTRIBUTES	• Able to demonstrate understanding and working knowledge of customer service • Would be an advantage to have an understanding of the various roles and responsibilities of Local Government • Commitment to service excellence • Highly developed interpersonal communication skills with the ability to communicate effectively • Commitment to a culture of a cross organisational collective accountability approach to the delivery of RDC wide customer outcomes • Well-developed knowledge of customer orientated systems

NGĀ UARATANGA - VALUES:	Tai Kawenga – The Flowing Tide Tai means tide or current Kawenga refers to values - Those things we carry inside us, and those things that carry us - in our day-to-day lives. Those principles that we value are the ones we take with us. Purpose Speaks to why we exist and it is expressed through three ideas that reflect our vision 😊 Customer focused 🤝 Community driven 🧑 People at the heart Promise 🤝 What we commit to delivering, every day Practices 🍷 How we behave Principles ✨ The values we believe in and stand by: Stronger together - Lead with integrity - Challenge and innovate - Steward our future
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