



Tūranga Mahi / Position Description:

Tiheru Kiritaki - Customer Support

At Rotorua Lakes Council, we are guided by Tai Kawenga, which reflects both our purpose and the values that shape how we work together.

Tai means tide or current. Kawenga refers to the values we carry within us and the principles that carry us forward in our daily work. Together, Tai Kawenga provides the foundation for our culture, decision-making, and service to our community.

Our purpose speaks to why we exist and is expressed through three ideas that reflect our vision:

Customer Focused - Community Driven - People at the Heart

How we work together is guided by our **Purpose**, why we exist, our **Promise**, what we commit to delivering every day; our **Practices**, how we behave; and our **Principles**, the values we believe in and stand by:

Stronger Together - Lead with Integrity - Challenge and Innovate - Steward our Future

These principles set the expectations for how we work with colleagues, customers, iwi, stakeholders, and the wider community.

To be successful in this role, you will embrace the belief that:

"The organisation's success is my success. My job is only done when everyone's job is done."

Rotorua Lakes Council serves approximately 78,000 residents and millions of visitors each year. We are committed to continuously improving services for our community and customers.

Rotorua sits in the heart of the Te Arawa region, where approximately 40% of the population identify as Māori. Our bicultural foundation strengthens our understanding of Te Ao Māori and enriches our diverse community. We are committed to honouring our responsibilities to mana whenua and reflecting these relationships in how we work and serve our district.

Health, safety, and wellbeing are a top priority. Safety is everyone's responsibility, and we all play a role in creating environments where people can thrive and return home safely each day.

Rotorua Lakes Council has statutory responsibility for Civil Defence and Emergency Management (CDEM). As a result, all employees may be required to undertake CDEM duties in addition to their normal position responsibilities when responding to, or recovering from, an emergency event.

As one team, we are committed to supporting Council's strategic direction, working collaboratively, embracing innovation, and making decisions that contribute to a sustainable future for our district.

Through Tai Kawenga, we recognise that every role contributes to the outcomes we achieve for our community.

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:	Tiheru Kiritaki - Customer Support
RANGATIRA - REPORTS TO:	Kaea Kiritaki - Customer Experiences Supervisor
KĀHUI - GROUP:	Customer Experience
TAUNGA MAHI - LOCATION:	Rotorua Library
PŪTAKE - POSITION PURPOSE:	To welcome, connect and assist community members to Te Aka Mauri – Library & Children’s Health Hub. Provide access to library services including library spaces, physical and digital resources, programmes, activities and events. Respond to enquiries through educating and directing customers to appropriate services and providers.
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 • Mana whenua • 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:**

- Contribute to the successful delivery of library services through active and constructive participation in the Library Team.
- Deliver welcoming and outstanding customer service as the first point of contact for customers.
- Undertake the following key activities:
- Develop and maintain a sound knowledge of library collections in order to effectively support customers of all ages with reader advisory, to find appropriate reading materials and promote collections, including print and digital.
- Develop and maintain a sound knowledge of other borrowable items (e.g. toys, memory matters etc) in order to promote and support selections.
- Carry out circulation and payment/cash handling processes accurately, following Library procedures.
- Assist customers to access information and use of library technology and digital resources.
- Deliver digital learning to enable customers, one-on-one or as a group, to continue to use Library resources and support self-reliance outside the Library.
- Actively promote library membership and encourage repeat visits.
- Promote and assist with various library services including research, programmes, events, exhibits, outreach and other services as required.
- Support outreach services through curated book selections and delivery of resources.
- Contribute to ensuring the library is clean and tidy and collections, information and displays are well maintained.
- Take action to resolve customer problems including deescalating and managing aggressive customers and customer disputes, escalating when appropriate.
- Capture customer feedback to support ongoing improvements to services and resolve any complaints.
- Keep up to date with Customer Experience processes and procedures.
- Take responsibility for working safely and contributing to a healthy work environment by complying with health and safety requirements, identifying and managing risks, and actively supporting a culture of safety, wellbeing, and continuous improvement.
- Support our statutory Civil Defence and Emergency Management (CDEM) obligations by maintaining readiness to undertake assigned emergency management roles, participating in required CDEM training and exercises, and carrying out response and recovery duties as directed during emergency events, in addition to normal position responsibilities.

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.

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 customer service field Desirable • Previous experience of working in a Library
NGĀ PŪKENGĀ - POSITION SPECIFIC COMPETENCIES AND ATTRIBUTES	• Demonstrates a strong customer service ethic and delivery of outstanding customer service. • Sound information research skills • Proactive and solutions focused • Competent with digital technologies, equipment and programmes. • Good written and verbal communication skills. • Proven ability to work as part of a team. • Highly developed interpersonal skills and EQ. • Comfortable working within Maori settings, ideally with knowledge of Te Reo and tikanga Māori.