

SHAPING AN
AWESOME
HAMILTON

CUSTOMER SERVICE DELIVERY REPRESENTATIVE - AQUATICS

CUSTOMER AND COMMUNITY

WHY WE ARE HERE

To improve the wellbeing of Hamiltonians, we need to become the leading community-focused Council, so Hamilton's full potential can be unlocked – making it the best place to live.

The following values - kia urutau/adaptability, kia ngaawari/simplicity, kotahitanga/inclusiveness, kaitiakitanga/guardianship, and kia manawanui/ambition are what make our thinking and mindset unique to Hamilton, so we need people on our team who understand that this value-driven thinking and mindset is the foundation of their performance. Our people are at the heart of everything we do.

WHY THIS ROLE EXISTS

This position sits within the Customer and Community Group. The purpose of this group is to provide services to customers and citizens.

Approved - Helen Paki

Date - 10/4/2024

WHAT YOU WILL DO

Reporting to the Customer Service Delivery Lead - Aquatics, you will be the first point-of-contact for our Customers and Community across Hamilton Pools.

You will be a customer service guru and passionate about doing the best for Hamiltonians, our wider Customers and Community. Being the voice of the customer and face of the Organisation will be your purpose everyday.

You will uphold the customer service and aquatics strategies and customer promise, which is to: Engage and connect with customers, Grow our people to deliver knowledgeable, friendly delivery of service; Simplify our design and processes to make it easier to conduct business with Council.

And also play a key part in bringing our Organisations Vision, Mission, Purpose and Values to life in everything that you do.

Reports to	Customer Service Delivery Lead - Aquatics
Responsible for (total number of staff)	Nil
Delegation	\$0.00
Budget	\$0.00

KEY OUTCOMES

Some of the **key outcomes** for this role include:

- Positive customer feedback on level of service, professionalism and creating welcoming, inviting environment.
- Provide an excellent customer experience with every customer you interact with, where the customer feels listened to and informed about the process.
- Customer enquiries are responded to appropriately. This is done in a consistent manner and is delivering to our goal of customer centricity.
- Customer sales for Learn to Swim and Fitness and Wellbeing services are delivered within sales process with a willingness to go over and above providing a positive experience.
- Any potential issues and/or incidents required to be escalated are done so in a timely and in accordance with our customer standards.

- Council record keeping is maintained to high standards and within best practice for our Organisation. Privacy policy is adhered to.
- Demonstrating teamwork with support and utilising initiatives to ensure success.
- Actively participate, comply and engage in all health and safety activities, policies, and practices including Civil Defence.
- Having a continuous improvement and business improvement lens to everything you do so that we are constantly asking ourselves "is there a better way to do this?"

HOW YOU WILL DO THIS

Our team culture is critical to our success. It's vital everyone who joins our team is an ambassador for our values, so together we can drive the best possible outcomes for our community.

YOUR MINDSET, SKILLS KNOWLEDGE, AND EXPERIENCE

You actively work at being the 'best version of you' and your mindset and behaviours have a positive impact on others.

YOU BRING TO THE ROLE

- A proven track record of working to our values and bringing them to life everyday.
- Self-awareness that mindset is the foundation of performance and an ability to develop self and others in this regard.
- At least 1 years' experience within customer services or call centre or hospitality/retail environments.
- Highly developed interpersonal and communication skills with the ability to work effectively with a diverse range of stakeholders (internal and external).
- The ability to multi-task and work across multiple systems and processes.
- Great active listening skills and empathy for our customers and community in all situations.
- Strong problem solving and de-escalation skills.
- Accuracy and attention to detail.
- Ability to operate independently, anticipate requirements and monitor workload.
- Working knowledge in Microsoft office software.
- Experience working in local government (preferred, but not essential).