

SHAPING AN
AWESOME
HAMILTON

CUSTOMER SERVICE SUPPORT REPRESENTATIVE (G9)

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 role sits within the Customer and Community group. The Purpose of this group is to provide services to our Customer and Community.

Approved - Helen Paki

Date - 10/4/2024

WHAT YOU WILL DO

Reporting to the Customer Services Support Manager, you will be the first point-of-contact for our Customers and Community across our phone and digital channels.

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 strategy 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 Services Support Manager
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 a 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, (Phone and electronically) are responded to appropriately. This is done in a consistent manner and is delivering to our goal of customer centricity.
- Any potential issues and/or incidents required to be escalated are done so in a timely manner and in accordance with our customer standards.
- Council record keeping is maintained to high standards and within best practice for our Organisation.
- Demonstrating teamwork with support and utilising initiatives to ensure.

- 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 so that we are constantly asking ourselves "is there a better way to do this?"

HOW YOU 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 every day.
- Self-awareness that mindset, is the foundation of performance and an ability to develop self and others in this regard.
- Great empathy and have strong authentic listening skills.
- Passion for customer service and our community.
- At least 3 years' experience within customer services or call centre environment.
- 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).