

## Your Position

<b>Your job</b>	<b>Customer Services Officer (Recreation) Kaiārahi Ratonga Kiritaki (Mahi ā-Rēhia)</b>
<b>Your group</b>	Community & Partnerships
<b>Your team</b>	Recreation – Events & Customer Service
<b>Your manager</b>	Team Leader Customer Service (Recreation), Summer Andrews
<b>Your base</b>	Council premises within Porirua

## What's most important to us

Porirua City is our place. A great place to live, work and raise a family. We want everyone to feel welcome, whether they are visiting, living or working here.

### Our strategic priorities are to:

- Commit to the health of Te Awarua-o-Porirua Harbour and its catchment through investment, advocacy and regulation
- Build towards a low carbon city and proactively address the challenges of climate change
- Create thriving communities where everyone can be safe and healthy – at home, work or play
- Keep tamariki and rangatahi at the heart of our city

### How we work together:

- Whakakotahi - Team up  
Mā te mahi tahi e puta ai he hua ki tō tātou hapori  
Together we make a difference for our community
- Mahi Atamai - Work smart  
Ka whakapātari i a tātou anō kia pai ake ai ngā hua  
We challenge ourselves to do things better
- Whakatinanatia - Make it happen  
Mā te whakapeto ngoi, me ngā pūkenga e tutuki ai ngā whāinga  
We use our energy and skills to get things done

## Your team's purpose

Community & Partnerships purpose is to:

- lead Council's strategic initiatives that support and manage business and commercial growth
- strengthen strategic relationship management for Council and maintain oversight of the partnership with Ngāti Toa Rangatira
- lead the Council's partnership approach with key stakeholders and community groups
- deliver community services, including library, recreation and cultural services

## Your purpose

The Customer Services Officer's role is to:

- assist in the facilitation of point of entry to the facilities, to ensure our customers are attended to promptly and courteously, to assist in the day to day operation, supervision, facilitation and maintenance of Te Rauparaha Arena.

## Who you'll be working with

Your direct reports	<ul style="list-style-type: none"> <li>• None</li> </ul>
Your indirect reports	<ul style="list-style-type: none"> <li>• None</li> </ul>
External people and groups	<ul style="list-style-type: none"> <li>• Members of the public</li> <li>• All visitors to Te Rauparaha Arena</li> <li>• Schools</li> <li>• Community Groups,</li> <li>• Health Groups, Swim Clubs, Swimming NZ</li> <li>• Water Safety NZ and Kiwisport</li> <li>• Other local authorities</li> <li>• Training organisations and members of the public</li> </ul>
Internal people and groups	<ul style="list-style-type: none"> <li>• Executive Leadership Team, managers and staff at all levels of the organisation</li> </ul>

## Your responsibilities

What you'll do	How you'll do it
Operational Delivery	<ul style="list-style-type: none"> <li>• Greet all visitors to Te Rauparaha Arena in a friendly and welcoming manner and ensure their customer experience is positive</li> <li>• Providing timely, accurate and friendly assistance to all members, patrons and visitors to Te Rauparaha Arena.</li> <li>• Supervise patrons using the facility including admission and clearing of the facility in the days and hours determined by Arena Management</li> <li>• Operate the computerised point of entry sales system as well as associated membership and booking programmes</li> <li>• Process payments for entry to the pool, events, programmes and group fitness using all current forms of payment</li> <li>• Complete cash handling procedures with accuracy and security</li> <li>• Maintain a detailed knowledge of the pricing structure and what programmes are available to provide accurate information to our customers</li> </ul>

	<ul style="list-style-type: none"> <li>• Assist with the sales of retail items, providing accurate information and processing correct payment for purchases. Ensure the retail stock on display and in storage is well displayed and stored appropriately</li> <li>• Assist with the caretaking, cleanliness and security of the facilities and its surrounds as required. Advise the appropriate person if further work is required</li> <li>• Answer all phone calls in a friendly manner and provide helpful information to customer enquiries relevant to the facilities and programmes operated by the Porirua City Council</li> <li>• The employee shall protect the Council's interests when any organisation (clubs, schools etc) is using the facilities by arrangement with the Council</li> <li>• Maintain a high standard of presentation wearing the provided uniform</li> <li>• Administration duties as required</li> </ul>
Relationship Management	<ul style="list-style-type: none"> <li>• Establish and maintain close working relationships with internal and external stakeholders, ensuring that relationships with key stakeholders are professional, positive and constructive</li> </ul>
Corporate Responsibilities	<ul style="list-style-type: none"> <li>• Build commitment of our vision, strategic directions, values and services</li> <li>• Willingly undertake any duty required within the context of the position</li> <li>• Adhere to our Code of Conduct</li> <li>• Undertake civil defence and emergency management tasks as directed including participation in pre-event training and rostered duties during an emergency event</li> </ul>

## Your skills, experience and qualifications

It's essential that you have:	<ul style="list-style-type: none"> <li>• Experience in a similar face-to-face customer service role</li> <li>• Proven ability to identify customer needs and provide exceptional customer experiences</li> <li>• Ability to work with computerised booking, financial and reporting systems. Familiar with Excel, Word, and Microsoft Outlook</li> <li>• Flexibility in work hours to include early morning, evening and weekend shifts.</li> <li>• A high standard of presentation and a friendly manner with people</li> <li>• Ability to work under pressure in a busy environment</li> <li>• Proven ability to work effectively both as an individual and as a member of a team</li> <li>• Excellent communication, interpersonal and relationship skills</li> <li>• Understanding and commitment to health and safety in the workplace and it's practical application</li> <li>• Understanding and commitment to diverse workplaces</li> <li>• Understanding and commitment to the Treaty of Waitangi and bicultural issues</li> </ul>
It'd be great if you also have:	<ul style="list-style-type: none"> <li>• First Aid Certificate</li> <li>• Unrestricted New Zealand Drivers Licence</li> </ul>

Last updated February 2022



Porirua City Council supports an inclusive & welcoming environment & is a member of Diversity Works.