

Your Position

Your job	Senior Customer Services Officer (Contact Centre) Kaiārataki Ratonga Kiritaki
Your group	Corporate Services
Your team	Customer Services
Your manager	Manager Customer Service Delivery, Jean Hunter
Your base	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

Corporate Services' purpose is to provide:

- advice and management on everything relating to Council's financial planning, budgeting, management and reporting activities
- advice and management on procurement, the negotiation of commercial arrangements and the delivery of programmes and projects
- information technology advice and services, and other internal administrative services
- high quality customer services, including counter and call management services
- advice and management of the maintenance of Council's property assets

Your purpose

The Senior Customer Services Officer's role is to:

- Provide support to the manager by ensuring a high-quality service is delivered to residents, visitors and customers when contacting the council either by phone, face to face or other relevant channels,
- Provide support to the manager by monitoring staff levels and allocating duties among the contact centre team
- Maintain the accuracy and integrity of customer service-related database information including providing timely and accurate reporting

Who you'll be working with

Your direct reports	<ul style="list-style-type: none">• None
Your indirect reports	<ul style="list-style-type: none">• None (some day-to-day supervision of contact centre staff)
External people and groups	<ul style="list-style-type: none">• Members of the public and community organisations• Government, public organisations and business• Other local authorities• Funeral Homes• After-Hours contact centre provider
Internal people and groups	<ul style="list-style-type: none">• Executive Leadership Team, managers and staff at all levels of the organisation

Your responsibilities

What you'll do	How you'll do it
Leadership	<ul style="list-style-type: none"> • Support the Manager Customer Service Delivery in the day-to-day supervision of the contact centre team • Be a role model for contact centre team for the delivery of consistently high customer service levels. Help lead a teamwork approach to the delivery of customer service • Act as second in charge to the Manager Customer Service Delivery
Operational Delivery	<ul style="list-style-type: none"> • Assist the Manager with complex customer enquiries and be the escalation point of contact for the Contact Centre Officers • Schedule and manage bookings for council hall facilities, building inspections, cemetery/crematorium services, and other tasks as needed. Ensure these duties are assigned and monitored within the Contact Centre schedule. • Oversee the after-hours process to ensure processes are up-to-date and follow up on any issues. Ensure that the after-hours team is provided with timely updates. Liaise with after-hours provider to keep their information current and resolve any issues arising from this service • Ensure consistent and high-quality service delivery, duties within the Contact Centre are scheduled to maintain adequate coverage across all service channels. Appropriate backup and support are provided for Customer Services team members during absences, peak periods, or other operational needs. This includes proactively managing staffing levels and resources to ensure the team is well-equipped to meet internal and external customer expectations and deliver services efficiently. • Assist the manager to manage and delegate day to day work outputs and timeframes as appropriate • Hold responsibility for maintaining the accuracy and integrity of customer service-related database information to ensure transparent and reliable reporting • Undertake audit duties of a selection of CSO phone calls to monitor call quality using set criteria. Then following up with feedback/coaching and further training required • Logging and monitoring of requests for service made by all customers. These cover the full range of services offered by council and often require liaison, negotiation or problem solving with the relevant contractor or department. • When applicable ensure that all relevant legislative requirements are complied with when interacting with customers • Have sound knowledge of Contact Centre applications as the first point of contact for contact centre staff, work with Business Technology Group to resolve any issues • Act as the customer services representative to other units and external providers as required • Providing timely, accurate and friendly assistance to the public for all general enquiries, explaining Council processes to the public. • Ensure all complaints and queries received from the public that relate to customer services are actioned promptly Provide support and information for non-technical requests/enquiries in the regulatory area of council
Relationship Management	<ul style="list-style-type: none"> • Establish and maintain close working relationships with internal and external stakeholders, ensuring that relationships with key stakeholders are professional, positive and constructive

Corporate Responsibilities	<ul style="list-style-type: none"> • Build commitment of our vision, strategic directions, values and services • Willingly undertake any duty required within the context of the position • Adhere to our Code of Conduct • Undertake civil defence and emergency management tasks as directed including participation in pre-event training and rostered duties during an emergency event
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Your skills, experience and qualifications

It's essential that you have:	<ul style="list-style-type: none"> • Proven experience in a fast-paced contact centre environment, ideally in a senior advisor or operations coordination role. • Several years' experience in complex customer service work. • Experience leading, mentoring, and supporting staff to achieve high performance. • Ability to foster a positive, collaborative team environment and work with the team to deliver shared outcomes. • Strong customer service focus with a commitment to high-quality results. • Excellent communication skills, with the ability to build strong working relationships and engage effectively with internal teams and stakeholders. • Skilled in active listening, effective questioning, and understanding customer needs. • Experienced with contact centre phone systems, CRM platforms, and multi-channel communication tools. • Confident using multiple systems simultaneously, with the ability to learn new applications quickly. • Strong multi-tasking capability and high attention to detail when managing customer information and workflow data. • Good analytical and problem-solving skills, including identifying service gaps and improvement opportunities. • Ability to work proactively, use initiative, and deliver accurate work under pressure and tight deadlines. • Highly organised, with the ability to prioritise and manage competing tasks in a fast-paced environment. • Professional, resilient, and calm when handling challenging situations. • Able to maintain strict confidentiality when dealing with sensitive customer or employee information. • Recognition of and respect of cultural diversity and differing customer needs • A positive attendance record • Understanding and commitment to diverse workplaces • Understanding and commitment to the Treaty of Waitangi and bicultural issues • Understanding and commitment to health and safety in the workplace
It'd be great if you also have:	<ul style="list-style-type: none"> • Experience working in a local government environment • Previous staff supervision experience • Previous experience in allocating work/rostering

Last updated February 2026



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