



JOB DESCRIPTION

Title: Customer Services Officer

Reports to: Community Services Manager

Location: 96 West End, Kaikōura

Direct Reports: None

Date: November 2025

Position Purpose:

To act as a positive and proactive team member who ensures excellent customer experiences and supports the organisation's operations through collaborative and supportive work ethics. Strengthening community relationships and building trust. Confidently utilising digital tools effectively to enhance service delivery.

Areas of Responsibility:

These tasks are not recorded in order of importance. Key deliverables / expected results will be agreed with the Community Services Manager on a regular basis.

KEY DELIVERABLES	EXPECTED RESULTS/OUTCOMES
Public relations	<ul style="list-style-type: none">• Provide friendly, helpful, and accurate service to the public and internally to build positive relationships between departments and the community.
Customer service	<ul style="list-style-type: none">• Handle enquiries across all channels, including cash handling and till balancing, to deliver efficient, helpful service and strengthen organisational practices.• Ensure enquiries are resolved at first contact to improve customer satisfaction and reduce follow-ups.• Take care of any other duties not specified as and when required by the Community Services Manager.
Administration and optimisation	<ul style="list-style-type: none">• Maintain accurate data and update content across systems to ensure CRM integrity and compliance with organisational standards.• Support and implement strategies for data quality assurance and governance.

Continuous process improvement	<ul style="list-style-type: none"> Analyse workflows, actively seek opportunities to improve processes and implement improvements and or work flows to reduce administrative burden and standardise processes across teams. Demonstrate a proactive approach, embrace challenges, maintain a positive attitude when solving problems Embrace change and adapt quickly to evolving processes and community needs.
Automation & integration	<ul style="list-style-type: none"> Deploy automation and integrate CRM with enterprise systems to streamline processes and minimise manual errors within agreed timelines.
Stakeholder engagement	<ul style="list-style-type: none"> Collaborate with clients and staff and provide training (as and when needed) to ensure solutions meet business needs and enhance customer experience. Be passionate about creating outstanding customer experiences and building strong community relationships.
Reporting & Insights	<ul style="list-style-type: none"> Use dashboards and reports to monitor workflow performance, trends and data quality and provide actionable insights for continuous improvement. Monthly reporting on KPIs delivered to leadership with actionable insights.
Teamwork	<ul style="list-style-type: none"> Work collaboratively and communicate openly to support high-quality team decisions and accountability. Communication is open, honest and respectful. Actively show and develop an interest in other teams. Be accountable to your team and organisation.
Health & Safety	<ul style="list-style-type: none"> Always comply with Kaikōura District Council's health and safety practices and actively help develop and promote good work practices. Ensure actions do not create a safety risk for self or others. Promote a safe and healthy workplace by undertaking responsibilities as outlined in Kaikōura District Council's health and safety policy and procedures. Take part in the Health and Safety Committee and maintain effective Health and Safety systems.
Civil Defence	<ul style="list-style-type: none"> Participate in training and emergency response to support community resilience during emergencies as and when required.

Key Relationships:

Internal

- CEO, Executive Team and Leadership Team

November 2025

- Mayor and Councillors
- Council Staff
- Hurunui IT

External

- Visitors
- Members of the public
- Ratepayers and Residents

Person Specification:

Skills & Experience	Essential	Desirable
Good public relations and customer services skills	✓	
Excellent interpersonal skills required	✓	
Proven ability to operate effectively as part of a team	✓	
Effective communication skills with the ability to adapt to different behavioural and cultural needs	✓	
An ability to work unsupervised and provide self-motivation	✓	
Ability to cope positively with change	✓	
Ability to work under pressure	✓	
Cash handling experience is desirable		✓
Advanced tech literacy		✓
Experience with CRM systems	✓	
Knowledge of process improvement projects		✓

Required Competencies:

Decision making and multi-tasking	<ul style="list-style-type: none">• Takes responsibility for actions• Makes quick, clear decisions under pressure• Ability to multi-task and prioritise
Working with people	<ul style="list-style-type: none">• Ensures that Tikanga Māori and the Treaty of Waitangi is given proper consideration in all activities• Shows respect for the views and contributions of other staff and wider community• Shows empathy• Listens, supports and cares for others• Consults others and shares information and expertise with them• Builds team spirit and reconciles conflict• Adapts to the team and fits in well

Communicating and networking	<ul style="list-style-type: none"> • Responds quickly to the needs of residents and to their reactions and feedback • Speaks fluently • Expresses opinions, information and key points of an argument clearly • Projects credibility, internally and externally • Easily establishes good relationships with customers and staff • Relates well to people at all levels • Builds wide and effective networks of contacts • Uses humour appropriately to bring warmth to relationships with others
Professional expertise and development	<ul style="list-style-type: none"> • Applies expertise • Uses technology to achieve work objectives • Develops job knowledge and expertise (theoretical and practical) through continual professional development • Demonstrates an understanding of different organisational departments and functions, works to improve them
Delivering Results and Meeting Customer Expectations	<ul style="list-style-type: none"> • Focuses on customer needs and satisfaction • Sets high standards for quality and quantity • Monitors and maintains quality and productivity • Works in a systematic, methodical and orderly way
Learning and Researching	<ul style="list-style-type: none"> • Rapidly learns new tasks and commits information to memory quickly • Demonstrates an understanding of newly presented information • Encourages an organisational learning approach (i.e. learns from successes and failures and seeks staff and customer feedback)
Planning and Organising	<ul style="list-style-type: none"> • Sets clearly defined objectives • Plans activities and projects well in advance and takes account of possible changing circumstances • Identifies and organises resources needed to accomplish tasks • Manages time effectively • Monitors performance against deadlines and milestones • Prioritises customer service, ability to multitask
Adapting and Responding to Change	<ul style="list-style-type: none"> • Adapts to changing circumstances • Accepts new ideas and change initiatives • Adapts interpersonal style to suit different people or situations • Shows an interest in new initiatives and improvements
Adhering to Principles and Values	<ul style="list-style-type: none"> • Upholds ethics and values • Demonstrates integrity • Promotes and defends equal opportunities, builds diverse teams

	<ul style="list-style-type: none">• Encourages organisational and individual responsibility towards the community and the environment
--	---

Kaikōura District Council Vision and Values:

One Team - delivering an excellent customer experience

Our four pillars:



General:

As an employee of the Council you are required to:

- Be associated as required with CDEM or any exercise that might be organised in relation to the Council function.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy and abiding by Council Policy.
- Respond to the changing needs of Council, performing other tasks as reasonably required.
- To ensure that Tikanga Māori and the Treaty of Waitangi is given proper consideration in all activities.
- Be responsible for providing a safe work environment, implementing KDC health and safety systems, encouraging employee participation and striving for continuous improvement in health and safety.