

<b>POSITION TITLE:</b>	Customer Experience Representative		
<b>GROUP:</b>	Corporate Services	<b>SECTION:</b>	Corporate Support
<b>REPORTS TO:</b>	Customer Experience Lead	<b>RESPONSIBLE FOR:</b>	n/a
<b>FAMILY:</b>	OS6	<b>GRADE:</b>	10
<b>DATE REVIEWED:</b>	July 2025		

#### HBRC STRATEGY

##### Our Vision:

We want a healthy environment and a resilient and prosperous community.

##### Our Purpose:

We work with our community to protect and manage the region's precious taonga of rivers, lakes, soils, air, coast and biodiversity for health, wellbeing and connectivity.

##### Our Values:

- **Partnership and Collaboration:** We work with our community in everything we do
- **Accountability:** We hold ourselves to account to deliver results, be responsive to community expectations, and the best use of ratepayers' funds and assets
- **Transparency:** We report on what we do and the value this delivers for our community
- **Excellence:** We set our sights and expectations high, and never stop striving to do better

##### Our Focus:

- **Water quality, safety and climate-resilient security** ~ *Te kounga o te wai, te haumarutanga me te mārohirohi ā-āhuarangi o te whakamarutanga.*
- **Climate-smart and sustainable land use** ~ *Kia koi, kia toitū hoki te whakamahinga o te whenua.*
- **Healthy, functioning and climate-smart biodiversity** ~ *kio ora, kia āhe, kia mārohirohi ā-āhuarangi hoki te rerenga rauropi.*
- **Sustainable and climate-resilient services and infrastructure** ~ *kia toitū, kia mārohirohi ā-āhuarangi hoki ngā ratonga me ngā hanganga ā-whare.*

#### POSITION SUMMARY

The Customer Experience Representative's main focus is to deliver excellent service to all external and internal customers in line with Council policy and procedures. To be the first point of contact to handle all enquiries, complaints and compliments through either phone, email, website or social media channels in a friendly, professional and efficient manner. There will also be the expectation to provide support across the wider customer experience team as required.

#### GROUP AND TEAM GOALS:

The Corporate Support team aims to provide customer excellence and essential business services to ensure staff have the support, resources and working environment that enables them to achieve their objectives. Corporate Support will focus on;

- Developing efficiencies, with sustainability, cost effectiveness and quality of service as key drivers in decision making.
- Continuous improvement and innovation.

- Delivers professional and efficient customer service and administrative support to enable Regional Council staff to focus on programme delivery.
- Provides a professional customer centric reception and mail service.
- Manage the HBRC fleet and EROADS ensuring all vehicles are up to New Zealand safety standards and comply with HBRC Health and Safety practices. Undertake regular review of fleet utilisation and provide reports to executive.
- Ensure all staff have appropriate facilities and resources such as workstations, stationery and uniforms.
- Ensure all HBRC buildings and facilities align with HBRC Health and Safety Standards.
- Manage HBRC's catering and cafeteria requirements, including assisting with event facilitation.
- Maintains staff security, including visitor control and sign in process.
- Coordinates staff travel and accommodation bookings.
- Manage building and facility maintenance through contractors.

#### **JOB SPECIFIC ACCOUNTABILITES**

The Customer Experience Representative position is responsible for:

##### Customer Experience and Administration:

- Providing an excellent customer experience to all HBRC customers through either phone, email, website or social media channels in accordance with Council policies and processes.
- Apply knowledge to resolve customer enquires at first point of contact and responding to enquires in set HBRC timeframes.
- Ensuring enquiries that require further action or cannot be answered at the first point of contact are referred to Council staff and/or external service providers.
- Develop knowledge of Government and non-Government agencies' services to refer customers for assistance.
- Develop a working knowledge of Council policies, processes, and relevant legislation applicable to Customer Experience.
- Ensure that the information on the Knowledge Base is current and provide feedback to the Customer Experience Lead on requirements for additional articles or updates to existing information.
- Generate service tickets to the business for further information, follow up to ensure that a customer response has been obtained and that resolution targets are met.
- Networking - Building customer and staff relationships. Being approachable and personable, treating customers with respect and understanding.
- Work to resolve minor conflicts and gain cooperation with unreceptive customers.
- Carry out daily reconciliation of receipts and preparation for banking and receipting of all money received from customers.
- Maintain a working knowledge of procedures and charges pertaining to rating, public transport charges, various application fees and other financial transactions.
- Lift team capability by providing training and support to peers as required.

##### Organisation Support

- Develop a good knowledge of Council services and functions, including Council issues.
- Participate in weekly Customer Experience team meetings
- Keep up to date with topical issues and events in Hawke's Bay.
- Maintain a working knowledge of regulations and charges pertaining to rating, sustainable homes, and various Council applications.
- Lift team capability by providing training and support to peers.
- Contribute to the ongoing development of the customer experience by identifying improvement opportunities and proactively raising these through the appropriate channels.
- Maintain an ongoing knowledge of the Customer Service Representative role to provide backfill to this area as required.

## FUNCTIONAL RELATIONSHIPS

### Internal

- Group Managers
- Executive Team
- Elected members
- Team members

### External

- Consultants and contractors
- Government agencies and departments
- Local authorities
- Technical and legal professionals
- Iwi and other community groups
- Members of our community

## COMMUNITY RELATIONSHIPS

Fostering good working relationships is fundamental to the successful achievement of strategic goals for HBRC. We know we can't achieve change without the people (our community) outside our business. As expressed under our purpose statement, "working with our community" is at the heart of everything we do. This is particularly relevant to our relations with Tāngata Whenua in terms of co-governance and co-management. Successful relationships involve building trust. Which in turn enables us to support each other to respond to new challenges as they arise.

This means:

- Professional attitude is projected at all times in dealing with external contacts.
- Information is accurate and is provided in a timely manner.
- Outcomes that are fair and clearly understood by both parties are achieved
- Customers are satisfied with responses to written or verbal requests for information.

## CONTINUOUS IMPROVEMENT

All Hawke's Bay Regional Council (HBRC) staff are expected to actively and enthusiastically promote the concept of continuous improvement in their work for HBRC. This means:

- Maintaining a positive overall attitude in the workplace, including promoting HBRC in a positive manner, as assessed by your peers and Manager.
- Taking part in training opportunities provided by HBRC with an open mind, as assessed by pre and post training meetings with your Manager.
- Practicing the skills provided in training offered by HBRC, as assessed by regular feedback meetings with your Manager.
- Showing a strong team commitment, as indicated by peer feedback and your Manager's assessment.
- Practicing the concept of continuous improvement by showing initiative with new ideas and positively acknowledging other ideas.
- Giving honest and open feedback as and when required, aiming to constructively deal with all issues, as assessed by regular feedback meetings with your Manager.
- Deliver on project outcomes: on time and on budget.
- Displaying sound judgment and making responsible decisions.
- Working to high quality standards and where applicable contributes to maintenance of ISO 9001:2015 accreditation of the Quality Management System.

## HEALTH AND SAFETY

All staff are expected to follow established health and safety procedures while working for HBRC, and in accordance with policies developed by HBRC. This means:

- Complying with and adhering to HBRC's accepted standards and procedures.
- Where appropriate, taking responsibility for workplace hazards/risks you identify and communicated to management.
- Undertaking regular reviews of workplace risks/hazards that are present in your work.
- When, and if, necessary, participate in the investigation of accidents/incidents according to HBRC procedures.
- Undertaking appropriate and effective staff training when required or necessary.
- Promoting a healthy and safe workplace.
- Actively supporting health and safety initiatives.
- Comply with any rehabilitation plan designed with you for a return to work after an accident.

## EMERGENCY MANAGEMENT

When a Civil Defence event happens, you may be required to assist with carrying out the Council's Civil Defence responsibilities after providing required support for your family and dependants. All HBRC staff are expected to undertake such Emergency Management functions as are determined appropriate to meet HBRC's role and function in this area. This means:

- Undertaking such a role as is allocated for emergency management requirements.
- Participating in such exercises as are required to maintain a state of preparedness in HBRC.
- Responding to such requests to assume an emergency management role as are required by events.
- Understanding the contents of the relevant section of the Business Continuity Plan (BCP) and its implications for your role.
- Where the requirements of the role require it, review the relevance of the BCP for your team, section or Group on a regular basis.

## PERSON SPECIFICATION

### Minimum Qualifications and Experience required

- NCEA Level 2.
- Experience in a similar role/relevant industry.
- Valid driver's licence required.

### Knowledge

The following indicates what would typically be expected for this role at a competent level:

- Proven customer experience ethic and a commitment to providing quality services.
- Experience in dealing with the public and handling difficult situations.
- Proficiency with computers, system administration and data entry.
- Good knowledge of cash handling, receipting, reconciliations, and banking.
- Communicating effectively to convey and interpret data/information.
- Collaborative work practices to build strong working relationships.
- Problem solving working knowledge.
- Sound understanding of tikanga Māori and Māori values and an appreciation as to how they relate to Regional Council functions and plan and policy development.

**Personal Attributes**

- Highly motivated, reliable, calm, and flexible.
- Kind, friendly and empathetic personality with a sense of humour.
- Honest and well presented.
- Pro-active, prepared to look for solutions and improvement opportunities.
- A logical and enthusiastic approach to systems and processes.
- Able to work independently and as a member of a team.
- Sound judgement and initiative
- Ability to anticipate change, remain flexible and be innovative.
- Excellent interpersonal skills with the ability to initiate and engage effectively at all levels, internally and externally.
- Ability to effectively gather multiple sources of information and apply technical and analytical skills to make effective decisions.
- Ability to effectively plan, organise and co-ordinate work to ensure that goals are achieved with the highest quality of work possible within agreed timeframes.
- Ability to cope with a variety of work and on occasion difficult situations.
- A high level of courtesy and listening skills.

**Awareness**

- Demonstrated awareness of Te Tiriti o Waitangi and including Te Reo Māori in relevant and practical ways in interaction and engagement to demonstrate respect and value of Tikanga Māori in appropriate settings.

**CHANGES TO JOB DESCRIPTION**

From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment. Such changes, including technological requirements or statutory changes, may be initiated by the manager of this job with due consultation with the position holder. This job description should be reviewed as part of the preparation for performance planning for the annual performance cycle.

**ACKNOWLEDGEMENT**

*I have read this job description and fully understand the requirements set forth therein. I understand that this is to be used as a guide and that I will be responsible for performing other duties as assigned. I further understand that this job description does not constitute an employment contract with Hawke's Bay Regional Council.*

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Employee Signature

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Date

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Printed Name