



Te Kaunihera o
Te Awa Kairangi ki Uta
Upper Hutt City Council

Position Description

Position:	Team Leader Customer Services and Engagement
Group:	Community Services
Business Unit:	Recreation Services
Responsible to:	Recreation Services Manager
Direct reports:	Senior Customer Services Officer, Customer Services Officers

OUR PURPOSE:

WE'RE ONE TEAM // We work together to enhance the quality of life in Upper Hutt by providing leadership, support, and services to our community.

OUR VALUES:

WE'RE APPROACHABLE // We are respectful, honest and open with each other and our community.

PEOPLE MATTER // We operate with integrity, respecting diversity and each other's needs.

WE'RE COURAGEOUS // We're ambitious, speak up, and are accountable.

WE'RE ONE TEAM // We cooperate and engage with each other, share the workload, and recognise a job well done.

WE HAVE FUN // We embrace each day and take on each challenge with positivity and enthusiasm.

OUR GUIDING PRINCIPLES:

WE KEEP IT REAL // We are transparent, honest, and fair, and do what we say.

WE 'CAN DO' // We are proactive, creative, resourceful, and responsive.

WE WORK TOGETHER // We collaborate, communicate, and take pride in who we are and what we do.

WE ARE PEOPLE MINDED // We serve our community, customers, and each other, respecting diversity and culture.

POSITION SUMMARY:

The Team Leader – Customer Services and Engagement is responsible for managing, mentoring and developing a high performing team of Customer Service staff to ensure that all customers both internal and external receive a positive customer experience from Recreation Services. This position has responsibility for customer service and engagement at H₂O Xstream Aquatic Centre and the wider Recreation Services team.

This is a leadership role within the Recreation Services team and requires the ability to be highly organised, structured, and able to work autonomously, show initiative and work to tight deadlines. Being able to

problem solve and make things happen is the key to ensuring that H2O Xtream Aquatic Centre remains a leading regional aquatic attraction.

The successful applicant needs to have the ability to undertake research, write reports and have skills in customer service and engagement and be able to lead and manage staff.

CORPORATE ACCOUNTABILITIES AND RESPONSIBILITIES:

1. Policies and Procedures.

- Comply with Council's Code of Conduct and Staff Manual including its policies and procedures at all times
- Ensure the implementation and compliance with Council's Code of Conduct and Policies and Procedures, within all areas of responsibility.

2. Customer and Community Relations:

- Present a positive image of Council at all times
- Ensure an efficient, courteous and professional service to customers at all times
- Promote a culture of understanding and exceeding customer expectations
- Positive relationships with internal and external stakeholders and suppliers are developed and maintained
- Ensure effective community consultation and communication strategies are implemented for service delivery and projects where appropriate

3. Information Management

- Champion high quality information management within your team and ensure that business documents and information managed by your team are made accessible for staff to use.
- Support and foster a culture that promotes good information management practices and ensure this is considered when designing systems and services.
- Ensure information management is integrated into your team's work processes, systems and services in line with our Information Management strategy, relevant policies and best practice.
- Champion and lead by example the use of our approved Electronic Document and Records Management System (SHED) within your team.

4. Continuous improvement and innovation

- Ensure the on-going evaluation and review of work practices and processes within all areas of responsibility to ensure that they are effective and efficient and implement improvements where appropriate
- Promote a culture of change and innovation by encouraging new ideas
- Identify and propose additional business or service opportunities that enhance Council's existing capabilities.

5. Health and safety

- Monitor work practices to ensure all work is performed in accordance with requirements of Health and Safety policies, procedures and legislation and respond to identified risks in a timely manner
- Ensure that the system for the reporting and dealing with all incidents, hazards and risks within the facility is followed by all staff
- Ensure that all staff are properly trained in all relevant aspects of health and safety applicable to their role
- Ensure that contractors meet all requirements for Health and Safety and monitor for on-going compliance.

6. Teamwork

- Promote and maintain harmonious relationships in the workplace

- Ensure that all conflicts are managed properly and in a timely manner, with minimal disruption to Council activities
- Promote a culture that encourages and values the contribution of all staff to the achievement of Council's objectives.

7. Training and development

- Undertake both internal and external training identified as relevant to the role
- Ensure the delivery of relevant training for staff within all areas of responsibility is identified and delivered within budget.
- A staff training plan being in place by 30th September each year
- All training requests meeting the criteria as specified in the annual training plan are approved prior.

8. Leadership and Management.

- Direct reports are coached or developed to ensure expected performance targets are achieved
- Ensure adequate staff communication and performance monitoring practices are in place
- Formal and informal staff performance feedback processes being in place and followed
- Annual performance reviews of all staff are completed as per set out procedures
- Ensure Council Code of Conduct policies and processes are applied consistently and fairly with all employees and inappropriate behaviour is dealt with professionally and effectively.

9. Participate in Council's civil defence emergency response

- Participation in relevant emergency response training and duties as requested by the Chief Executive

10. Perform other duties as may be directed from time to time

- All duties must be carried out to the prescribed timeframes, systems, quality and standards and to the satisfaction of the Group Manager/Chief Executive.

SPECIFIC RESPONSIBILITIES AND PERFORMANCE MEASURES:

Bold text = responsibility

Bullet Point = associated performance measure(s)

1. Customer Care

- Liaise and work with the Communications and Engagement team within Council to ensure accurate and up-to-date information is available to the public through various communication channels.
- Manage the customer service team to provide reception services for visitors to H2O Xstream Aquatic Centre and ensure Recreation Services retains a professional image.
- Ensure logging and monitoring of requests for service made by all customers are actioned within 48 hours.
- Investigate and respond to customer requests that have been escalated by Customer Service Officers or the Senior Customer Services Officer.
- Manage customer complaint resolution to ensure correct procedures have been followed and identify areas for improvement where necessary.
- Manage a system to ensure accurate records of discussions or correspondence with customers are recorded.

2. Customer Service staff management

- Achieve key performance indicators as determined by Recreation Services Manager.
- Motivate, lead and manage the Customer Service Staff acting as a role model of Council's values. Complete a training plan and six-monthly performance reviews each year for all customer service staff to ensure continuous improvement through development.

3. Customer Service Operational Efficiency

- Plan, prioritise and delegate work tasks to ensure proper functioning and daily operation of the business unit.
- Manage resources to ensure the correct tools are available for quality customer service delivery.
- Develop and maintain effective links with all other departments within Council to identify and implement strategies to improve quality of service and productivity.
- Develop customer service procedures, policies, and standards for staff.
- Manage the achievement and maintenance of agreed customer service levels and standards.
- Learn about Council's products and services, keeping up to date with changes and updating the team of any changes that may affect them.
- Manage the products for sale through the customer service team, ensuring accurate stocktakes and sales plans are in place.
- Co-ordinate and manage customer service projects and initiatives.
- Work with the Digital and Information Systems support team to ensure all upgrades or changes to the system are completed and communicate all changes to relevant staff and ensure staff are appropriately trained.

4. Communications, Marketing and Engagement

- Work with the Council Communications and Engagement Team to develop promotional plans.
- In collaboration with the Council Communications and Engagement team, implement, and review communication and marketing plans for all H2O Xtream and Recreation Services activities to mitigate risks and make the most of opportunities.
- New marketing and promotional opportunities explored, developed, and implemented in consultation with the Council Communications and Engagement team.
- Oversee inboxes and ensure that all queries and complaints are acknowledged within 48 hours
- Collaborate with Council Communications and Engagement team to ensure all media releases are communicated to public in the appropriate manner.
- Identify Recreation Services related stories that highlight the positive outcomes of our work in the community. Promote through appropriate channels.

PERSON SPECIFICATION:

Personal Attributes:

- Respectful, honest and open.
- Operates with integrity, respecting diversity and other's needs.
- Ambitious, takes on challenges with positivity and enthusiasm.
- Takes accountability for own actions.
- Cooperative and engages with others, share the workload.

- Is an effective team player.
- Ability to manage time and prioritise work with a flexible approach to workloads and duties and the ability to work independently and use initiative
- Able to communicate efficiently and effectively using a variety of communication channels.
- Be capable of dealing with the public in a confident, calm, and friendly manner and dealing with emergency situations, all the while portraying a professional image
- Strong interpersonal skills and the ability to lead and manage staff.
- Have the skills necessary to contribute to a positive team environment and be able to contribute to the vision of Recreation Services

Education/ Qualifications / Related Experience

- Tertiary qualifications and/or equivalent experience in customer service, communications, or a related field are preferred.
- An interest (background) in recreation, fitness or sport.
- Experience with financial processes.
- Outstanding customer service skills.
- Have the skills and knowledge to develop and manage quality administrative systems.
- Have police clearance.

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 – including technological requirement or statutory changes. Such change may be initiated as necessary by the manager of this position. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle.

Signed:

Group Manager/ Manager

Date

Employee

Date