



Mahi Tahī

We are one team, stronger together as we work with and for our community to deliver outcomes that matter.

#arohatōmahī

We love our work and know that our work matters. That is why we do what we say we will do and apply energy and enthusiasm across our mahi.

Manaakitanga

We put our people first by showing them that they matter, through a focus on whānau's needs and aspirations.

Tiakitanga

We proudly and professionally contribute every day to the care of our community and whenua with courage, positivity and mana – leaving a legacy which future generations will embrace.

Details

JOB TITLE	Customer Support - Building
REPORTS TO	Building Team Lead
GROUP	Housing and Business Development
DIRECT REPORTS	Nil
FINANCIAL DELEGATIONS	Statutory delegation would apply as approved by Council.
WARRANTS REQUIRED	TBC
GRADE	11

He rau ringa e pakari ai ngā taura whiri i ō tātou kāinga noho me ō tātou hapori – mai i te pae maunga o Tararua ki te moana
With many hands the threads which weave our neighbourhoods and communities together will be strengthened from the Tararua Ranges to the sea.

Purpose

The purpose of this role is to provide administrative support to the Planning, Building and Development Engineering teams throughout the Consents process and act as the liaison between customers and the team by responding to a range of customer enquiries.



Skills, Knowledge and Experience

QUALIFICATIONS	NCEA Level 3 and / or equivalent experience and professional achievement in Office Administration and Customer Service Role.
EXPERIENCE	Proven Customer Service Experience and/or office administration. Central Government or Local government experience would be an additional benefit.
CUSTOMER CARE	Maintaining a positive, empathetic and professional attitude towards customers at all times while acknowledging, responding to and resolving customer inquiries and complaints.
SKILLS	Proficient with Microsoft Office / 365 (Outlook, Word, Excel, PowerPoint, Teams) or Google Suite (Docs, Sheets, Slides, Forms) and have experience with Database / Records keeping. Excellent time management skills and experience.
RELATIONSHIPS	Ability to build strong working relationships and become a trusted team member.
PROBLEM SOLVING	Asks questions and can think logically to enable problems to be clearly understood. Weighs up options and implications, identifies strategies and plans, and is comfortable making recommendations for possible solutions to problems.
COMMUNICATION	Excellent written and oral communication skills. Ability to analyse and communicate issues. Communication is clear, confident and effective at engaging with and influencing others. Outstanding interpersonal and relationship skills.
IMPLEMENTATION	Is reliable, detail-focused and professional knowledge is up to date. Matters are resolved at the first point of contact wherever possible. Complaints are handled effectively and efficiently.
ACHIEVEMENT	Demonstrates a strong focus on high performance standards and personal achievement.
SELF-INSIGHT	Is aware of own strengths and weaknesses and actively seeks out opportunities for new learning and growth.
RESILIENCE	Remains calm, composed, and optimistic in stressful or high pressure situations.
TEAMWORK	Collaborates and supports team members to achieve their targets.
GROWTH MINDSET	Has a desire to learn more and is able to learn new information and skills quickly. Is able to apply learnt information to new problems. Quick to pick up technical concepts and jargon.



Key Responsibility and Expected Outcomes



**'You'
Matter**

Health, Safety & Wellbeing

Promote a strong health and safety culture by proactively modelling our values and hold self and others to account to Consistently follow all health and safety policies and legislative requirements.

Leadership and Influence

Live our Values and focus on the Moments that Matter. Supporting your colleagues and empowering and inspiring growth and development across the organisation.

Change Leadership

Be an advocate for and a driver of change. Be a Future builder, help others across the organisation navigate the future.



**Partnerships
Matter**

Te Tiriti o Waitangi

Demonstrate a commitment to and respect for the Treaty of Waitangi and incorporate these into your work ensuring HDC projects are delivered in a culturally sensitive way.

Community and Customer Focus

Champion community engagement having a strong focus on meeting quality standards for services and evaluation of customer outcomes and satisfaction.

Relationship Management

Build networks and develop meaningful relationships with stakeholders both internally and outside Council. Internally, with team members from across Council, externally with the public, contractors and consultants as required on behalf of Council.



**Performance
Matters**

Job Execution

Consistently deliver high-quality work while maintaining a positive and professional attitude. At times the way in which work is undertaken will count just as much as the output.

Personal Development

Live the values of council and take responsibility for your own self development in order to enhance skills and knowledge applicable to current and future roles.

Risk Management

Effectively identify and manage risks, take actions to resolve and/or escalate issues to contribute to the maintenance of the risk management framework.

Continuous Improvement

Identify continuous improvement practices to support the implementation and delivery of council's outcomes.

Customer Centric

Maintain a customer centric focus, ensure services are delivered in an effective and customer focussed way, and that effective working relationships are maintained with key stakeholders.

Council Contribution

Actively and positively participate as a member of the Community Infrastructure Group and perform all reasonable duties as needed. Be a positive culture contributor.

Participate in Emergency Management activities.



**Work
Matters**

Provide high level support services to external customers

Provide high level administrative and support services to the consents business functions to ensure an exceptional customer experience at all times.

Act as the liaison between customers and Building Advisory Officers, Resource Management Planners and Development Engineers by managing incoming enquiries and requests and coordinating customer responses as required using the Horowhenua District Council's customer centric approach.

Provide a high standard of customer advice and quality information on all services to resolve or assist with the resolution of consents related enquiries quickly and accurately.

Deal with complex enquiries, complaints, and issues that can be of a sensitive nature using a range of channels and systems, ensure all customer enquiries are processed in accordance with Standard Operating Procedures.

Housing and Business Development Group Support

Provide high level administrative support to the Building, Planning, and Development Engineering Teams to ensure that the Housing and Business Development Group is able to provide high quality, end to end service delivery to the community through the consenting process.

Coordinate and manage the distribution of tasks within the business function to ensure deadlines, customer queries and other duties are carried out seamlessly and within target.

Manage potentially conflicting priorities of the Council's performance targets and the expectations of the customer, both internal and external.

Receiving, lodging and maintaining data integrity of applications in the consent modules of the corporate operating systems and accessing and retrieving information from Council databases, back end systems and the internet as appropriate, in order to support staff and contractors. This includes lodging and processing applications for three waters connections.

Collating timesheet information to ensure time-related costs are recovered appropriately.

Preparation of invoices and processing financial transactions.

Booking building inspections into scheduling tool in accordance with the requirements of documented Quality Management System.

Process and produce LIMS – Support

Provide support when needed for LIMS, ensuring they are processed accurately, in a timely and efficient manner and within Statutory and business deadlines.

Provide accurate technical information and ensure that customers understand requirements and rationales for these.

Identify errors and inconsistencies in land information and property data and update or refer to the appropriate external authority or liaise with Council teams to ensure information is up to date, timely, accurate and relevant for the customer.

Ensure that Council records regarding LIM processing are created and maintained accurately.

Ensure that all chargeable time is recorded accurately to ensure cost recovery is achieved for all chargeable work.



Alignment with our community outcomes



We uphold Te Tiriti o Waitangi and its principles and recognise the role of Mana Whenua as kaitiaki of their rohe. We support them to maintain and enhance tikanga with their ancestral lands and waterways, wāhi tapu and other taonga, and build mutually respectful partnerships with tangata whenua, supporting whanau, marae, hapū and iwi in achieving their aspirations.



We contribute to improving our natural environment for current and future generations to enjoy, and protect the important natural features in our district. We ensure our built environment supports the wellbeing of our people and manage competing pressures on resources sustainably.



We provide efficient, reliable and affordable infrastructure, developing and maintaining facilities and infrastructure to meet the needs of current and future generations. Our community facilities and infrastructure are resilient, helping us to respond to climate change and natural hazards, working with partners to develop infrastructure that enables growth.



We are business friendly, supporting diversity and resilience in our local economy and work with others to make our economy grow. We aspire for economic security for all of our people and seize growth opportunities for our district.



We value the diversity of our people, and how our district's heritage shapes our community's sense of identity and pride. We provide infrastructure, services, facilities and places to build resilient and connected communities where people of all ages and backgrounds feel included and safe. We are building collaborative relationships with service providers to enable all people to live positive and healthy lifestyles, encouraging our people to participate in local decision making.

