

POSITION DESCRIPTION

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| Position: | Customer Service Advisor Wanaka |
| Department: | Community Services |
| Location: | Wanaka Recreation Centre |
| Reports to: | Customer Service Supervisor |
| Date: | 2023 |

BACKGROUND

Queenstown Lakes District Council (QLDC) is a territorial authority in Te Waipounamu South Island of Aotearoa New Zealand, with a current resident population of approximately 48,300 which is projected to increase to 61,350 by 2031¹. The Queenstown Lakes District is also a premier tourist destination making a significant contribution to the national economy. In recent years, the district has experienced significant and sustained growth in both resident population, and in international and domestic visitor numbers. Our demand projections forecast this growth to continue². The overall growth pressures the district is experiencing has led to the 2021 -2031 Ten Year Plan setting out an ambitious programme of work, with over \$1.6 billion of capital investment to be made over the decade³.

QLDC has a central role to play in maintaining and enhancing the quality and liveability of the outstanding environment of the district. It also has a central role in development and regulation and provides high quality services and infrastructure to residents and visitors; managing the district's parks, trails, libraries and recreational facilities; enabling sustainable development through consenting services; and regulating local activities. QLDC's role in leading the recovery effort for the district in response to COVID-19, also means that the diversification of the district's economy is an increasingly important priority for our Council.

The community outcomes set out in the 2021 – 2031 Ten Year Plan are directly extracted from [Vision Beyond 2050](#), which is our community vision statement:



¹ [QLDC demand projections, March 2022](#)

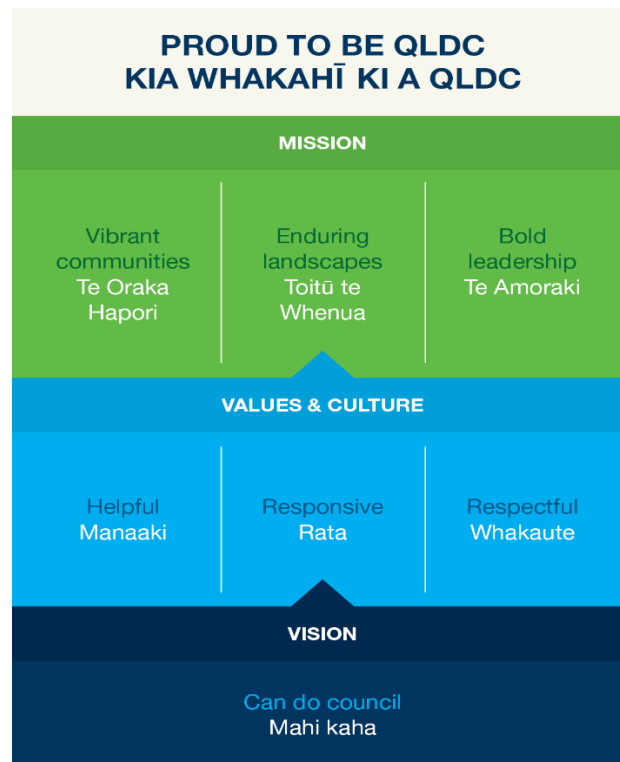
² [QLDC demand projections, March 2022](#)

³ [QLDC Ten Year Plan 2021 - 2031](#)

VISION, MISSION AND VALUES

We're proud to be QLDC, and in response to the growth the district has experienced over recent years the QLDC organisation has itself experienced substantial growth. With an employed workforce of approximately 550 in July 2022, and a range of partner organisations delivering services on behalf of Council, QLDC is also a significant employer in the district. The range and types of work carried out at QLDC are extensive, and complex; becoming increasingly so as the district continues to grow.

Our culture is an important part of who we are. The vision, mission and values set out below are the foundation for our organisational culture; how and why we go about things:



PURPOSE

The Customer Services Advisor will ensure exceptional customer service is delivered to all Queenstown Lakes District Council leisure and recreation clients at the Wanaka Recreation Centre.

The Customer Service Advisor will handle sales, facility set ups and customer queries in a friendly and efficient manner.

KEY TASKS

Customer Service Focus

- Delivery of an exceptional level of customer service
- Implement and maintain reception area systems
- Receive and process customer enquiries, membership sales, activity registrations, and event ticketing – in person across the counter, by telephone, internet, and mail
- Maintain an information resource of Centre activities and programs
- Carry out court or room set ups within the Centre when required
- Assist with any casual bookings at the centre when required

- Accurately enter and record details of members and prospective members in the LINKS system
- Process daily cash sales, EFTPOS transactions, invoice payments and end of day reconciliations
- Assist Centre staff in the delivery of major events
- Ensure that all internal marketing channels are maintained with up to date and relevant information
- Undertake facility tours and member inductions as required
- Deal with customer complaints or concerns, promptly and fairly, liaising with the Supervisor as required
- Assist customers to maximise the value they receive from their memberships/visit
- Assist with retention and sales communication with members and potential members
- Supervise use of the facility to ensure the safety and wellbeing of all
- Maintain a safe and clean working environment
- Ensure that retail points of sale are kept well stocked, clean and presentable
- Proactively engage in conversation with users, grow your knowledge of their needs and look for ways to offer them additional services
- Ensure members are aware of current promotions and communicate any changes in usage or memberships to members
- Work alongside fellow crew and Supervisors/Team Leaders to achieve sales and retention targets in a systematic and timely manner

Teamwork

- Participate in an environment that fosters and develops effective working relationships and high performance
- Work collectively within the department, within the organisation and with contractors
- Participate in programmes, staff workshops and meetings as required
- Maintain a close liaison and a co-operative approach to all members of staff at all times
- Work as a contributing part of the Sport and Recreation teams while subscribing to the team spirit and culture

Business Excellence

- Constantly review procedures to create value in our service provision
- Be 'up to date' with current events and topical issues – keep your finger on the pulse within the community
- Keeping abreast with technology
- Participate in training and professional development to further your own professional knowledge and that of the team

Corporate Responsibilities

- Build commitment to QLDC's vision, values and services
- Willingly undertake any duty required within the context of the position
- Comply with all legislative requirements
- Adhere to QLDC's Code of Conduct

Health and Safety

- Manage own personal health and safety and take appropriate action to deal with workplace hazards, accidents and incidents
- Comply with and support QLDC health and safety policies and procedures and actively participate in health and safety activities as appropriate
- Take responsibility for personal actions while at work, making sure all practicable steps are taken to ensure personal health and safety, and the safety of others

- Keep up to date with the Wanaka Sports Facility hazard matrix and know how each identified hazard is managed
- Respond quickly, appropriately and effectively to any emergencies ensuring both personal and customer safety
- Attend First Aid training as required and continue to maintain a high personal level of competence to render first aid to anyone in need

KEY RELATIONSHIPS

Internal:

- Customer Services crew
- Customer Service Supervisor
- Wanaka Recreation Centre Manager
- Aquatics Manager
- Maintenance team
- Health and Safety Advisor
- Recreation Programmes Team Leader
- Manager, Sport and Recreation
- Facilities Booking Coordinators
- All QLDC staff

External:

- Wanaka Sports Facility users
- Contractors to QLDC

ACCOUNTABILITIES AND DELEGATIONS

No financial delegations.

No staff management responsibility.

PERSON SPECIFICATION

- NCEA Level 2 qualification
- Current First Aid certificate
- Minimum 2 years' experience in delivering a high level of customer service
- Experience in the recreation and leisure industry would be an advantage
- Demonstrated ability to positively communicate with, and relate well to, a broad range of people from a variety of backgrounds, cultures and ages
- Shows ability to effectively supervise, direct and liaise with the public. Demonstrated ability to positively resolve any customer issues in a sensitive and empathetic manner
- Demonstrated skills in front of house administration systems with proven attention to detail
- Demonstrated ability to work within a team environment whilst being self-motivated
- Passion for working within a community focused centre
- Excellent interpersonal skills and the ability to establish and build upon working relationships effectively

- A balanced and informed approach to problem solving, particularly in situations involving change, stress and conflict
- A pro-active, goal oriented and focused approach to the tasks and responsibilities associated with the role. Demonstrates initiative
- Copes with variable workloads, rapid changes, and senses what needs to be done

COMPETENCIES

Core competencies for all employees of QLDC:

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| Integrity | <ul style="list-style-type: none"> ▶ Represents QLDC in an honest, ethical and professional way, supporting a culture of integrity and professionalism ▶ Acts on QLDC's vision, mission and values even when it is uncomfortable or difficult to do so ▶ Follows through on agreements; can be relied on to complete tasks and meet commitments ▶ Champions safety and wellbeing by role modelling safe and healthy work practices |
| Delivering Quality Results | <ul style="list-style-type: none"> ▶ Emphasises progress over perfection, taking action and initiative to resolve issues within established process and procedure ▶ Identifies key tasks needed to achieve objectives, establishing timelines and milestones to reach future state ▶ Shows commitment to completing work activities effectively ▶ Has a can do, will do attitude – taking on new challenges, making the most of every opportunity |
| Adaptability | <ul style="list-style-type: none"> ▶ Adjusts your plan and approach as the situation changes to deliver the best outcome ▶ Adapts pace of work to meet organisational demands ▶ Is open to new ideas and is willing to try new ways of doing things ▶ Aware of your impact on others and adjusts approach accordingly |
| Customer Focus | <ul style="list-style-type: none"> ▶ Is dedicated to meeting the expectations and requirements of internal and external customers ▶ Ensures actions, processes and decisions deliver sustainable customer satisfaction and support QLDC's interests ▶ Communicates effectively with customers and stakeholders to identify their needs and requirements ▶ Knows and understands the customer's position and looks for opportunities to add value and create a great customer experience |
| Managing Relationships | <ul style="list-style-type: none"> ▶ Establishes and maintains effective relationships with stakeholders and gains their trust and respect ▶ Listens carefully with an open mind and is receptive to others' ideas ▶ Is aware of and responsive to cultural differences when engaging with people and groups ▶ Ensures actions, processes and decisions deliver sustainable relationships and support QLDC's interests |
| Valuing Diversity | <ul style="list-style-type: none"> ▶ Displays an open-minded, non-judgmental attitude towards others ▶ Continues to listen and attend to others when they are being unclear or 'difficult' ▶ Actively seeks input from others who may have different perspectives and views ▶ Role models respect and sensitivity to diversity and difference to ensure an inclusive team environment |
| Organisational Awareness | <ul style="list-style-type: none"> ▶ Applies an understanding of QLDC's culture and values to their activities ▶ Knows how QLDC works – both the formal and informal channels to use 'to get things done' ▶ Adapts quickly to change and uncertainty, approaching change positively and as an opportunity for learning and growth |

Competencies specific to the role:

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| Problem Solving | <ul style="list-style-type: none"> ▶ Identifies potential problems, barriers, and risks and takes action to resolve them ▶ Seeks input and the perspectives of others to support efficient and effective problem solving ▶ Exercises judgement and makes good decisions ▶ Tries different approaches to overcome current obstacles and persists with efforts until an effective solution is found |
| Resilience | <ul style="list-style-type: none"> ▶ Demonstrates resilience by remaining composed and persevering through difficult or stressful situations ▶ Role models patience and tolerance when dealing with inconveniences and difficulties ▶ Recovers quickly from setbacks and adverse events ▶ Takes personal responsibility for decisions, actions, and mistakes |
| Influencing and Negotiating | <ul style="list-style-type: none"> ▶ Considers how you will influence over time and adopts a number of deliberate strategies to influence and communicate with others ▶ Achieves effective solutions and outcomes within challenging relationships, or when dealing with ambiguous and conflicting positions ▶ Picks up on people's social cues and reactions, and adjusts your approach accordingly ▶ Encourages others to talk, share and debate ideas to achieve consensus |
| Collaborating | <ul style="list-style-type: none"> ▶ Accepts and supports team decisions, is a 'good team player', do your share of the work ▶ Willingly shares information, knowledge and experiences with others ▶ Seeks out and works with others, regardless of team, function, business unit, geography, professional boundaries ▶ Fosters open dialogue and feedback |
| Inspiring, Direction and Purpose | <ul style="list-style-type: none"> ▶ Champions QLDC's vision and strategy and communicates the way forward generating enthusiasm and commitment to goals |
| Commercial Awareness | <ul style="list-style-type: none"> ▶ Ensures that day-to-day activities are aligned with and meet QLDC's longer term business objectives ▶ Utilises networks and market information to gather multiple perspectives and insights into customer needs and perceptions |
| Change and innovation | <ul style="list-style-type: none"> ▶ Drives continuous improvement and identifies opportunities to enhance processes and practices |
| Strategic Agility | <ul style="list-style-type: none"> ▶ Engages in critical questioning, looking for underlying causes and seeks to address those rather than make a "quick fix" ▶ Uses an in-depth understanding of local business and cultural practices to complete negotiations, resolve problems, and / or create business / community opportunities ▶ Uses analytical techniques to identify several solutions and weighs the value of each ▶ Anticipates and assesses the impact of changes to work-plans and initiatives such as changing political / economic conditions and responds appropriately |