

Just the Job Information Sheet

Job title

Contact Centre: Customer Service Representative (CSR)

Job description

The Auckland Council contact centre deals with a wide variety of queries from the public. The Customer Service Representative's (CSR) role is to provide accurate information and advice to all external and internal customer enquiries relating to services provided by the council.

CSRs are proactive and enthusiastic in greeting customers and respond promptly and accurately to requests for information.

They are natural problem-solvers who can gather information, prioritise tasks and think outside the square will thrive in this role. An eye for detail that ensures system information is accurately captured and maintained is important.

Qualifications required

- Certificate or other evidence of attendance in training pertaining to customer care principles and service related delivery
- Minimum of three years experience in the delivery of customer service, either face-to-face or contact centre environment.

General requirements

- Experience in use of Microsoft Office applications (Excel, Word, Visio, Access, PowerPoint Outlook)
- A good understanding and knowledge of local government legislation, council practices and constraints is an advantage
- A genuine passion for customer service and satisfaction
- A positive attitude towards personal learning and development.

Training costs

Four weeks of training will include an induction into Auckland Council and side-by-side coaching. Ongoing support and training opportunities continue after the initial training.

Career path

Our CSRs have an insight to all Auckland Council departments, and the way council functions. We work with our staff to develop into their specific areas of interest.

There is potential for a CSR to step up into a supervisory, team leader or administrative role, or branch out to other areas of customer services including: training and development, service enhancement, web and online team, written communications and business support.

Salary range

The minimum starting salary for a CSR is \$38,400. The starting salary is based on qualifications and experience relative to the position.

As your skills increase, your salary will increase annually, reaching around \$49,000 when you are fully competent in the role. Exceptional performers can achieve a higher salary than this.

How to increase the chances of successfully entering this industry

- The ability to use computer applications at an intermediate level
- Have a genuine passion for customer service
- Committed to ensuring customers receive optimum advice, support and resolution to queries
- Have an understanding of relevant local government legislation
- Understand the political processes and structure of Auckland Council.

Other places to source information about this job

www.aucklandcouncil.govt.nz/careers