



Mahi Tahī

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

#arohatōmahi

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	Kanohi Whakawhanaunga Kiritaki Customer Experience Ambassador
REPORTS TO	Customer Experience Team Lead
GROUP	Community Experience and Services
DIRECT REPORTS	0
FINANACIAL DELEGATIONS	No
WARRANTS REQUIRED	No
GRADE	10

Purpose

The purpose of this role is to deliver professional, responsive and customer-focused frontline service to the Horowhenua community.

As one of Customer Experience Ambassadors, this role rotates between the Council's front counter, telephone service and digital communication channels, including the Council email inbox and social media direct messages, and may, from time to time, work from another Council service centre to support operational requirements and ensure consistent customer service.

The role provides the first point of contact for many customers and is responsible for resolving enquiries, processing requests and connecting customers with the right Council services.

Working across multiple channels in a fast-paced environment, the Customer Experience Ambassador helps make it easy for people to do business with Council while delivering a consistent and positive customer experience.



Key Responsibility and Expected Outcomes

Customer Service Delivery

- Deliver professional customer service across face-to-face, telephone and digital channels.
- Rotate between front counter, telephones and electronic communications to maintain consistent service delivery.
- Respond to customer enquiries through Council's shared inboxes, website enquiries and digital messaging platforms.
- Provide accurate information about Council services, policies and processes.
- Resolve customer enquiries at first point of contact wherever possible.
- Manage customer expectations through clear and timely communication.
- Represent Council professionally in every interaction.

Customer Administration

- Process customer requests, applications and service requests accurately.
- Process financial transactions and balance daily receipting requirements.
- Create and maintain accurate customer records within Council systems.
- Ensure customer requests are allocated and recorded correctly.
- Maintain confidentiality and accuracy when handling customer information.

Relationship Management

- Work collaboratively with operational teams to achieve positive customer outcomes.
- Liaise with internal subject matter experts where specialist advice is required.
- Support colleagues by sharing knowledge and maintaining consistent service standards.
- Build positive relationships with customers, contractors and Council staff.

Continuous Improvement

- Identify recurring customer enquiries and service issues.
- Provide feedback to improve customer information, processes and systems.
- Maintain knowledge of Council services and continually develop capability.
- Support changes that improve the customer experience.

CAPABILITY & COMPETENCIES REQUIRED

Respond to customer concerns and stakeholder issues in a professional, solutions-focused manner.

SKILLS, KNOWLEDGE & EXPERIENCE

Essential

- Experience in a busy customer service environment.
- Experience managing enquiries across multiple communication channels.
- Excellent verbal and written communication skills.
- Strong computer literacy and confidence learning new systems.
- Ability to multitask while maintaining accuracy.
- Cash handling and receipting experience.
- Excellent attention to detail.
- Sound judgement and problem-solving skills.
- Ability to remain calm under pressure.

Desirable

- Contact centre experience.
- Experience in local government.
- Experience using CRM systems, and/or responding to digital enquiries and social media messages.



Drives Community Outcomes

Delivers impactful outcomes for the community by providing exceptional service, fostering meaningful iwi relationships, integrating Te Reo Māori and tikanga, and continuously improving efficiency within the Horowhenua District Council environment.

Delivery Focused

Delivers high-quality work with integrity, accountability, and efficiency, following through on commitments, engaging with iwi where appropriate, and using digital tools effectively to achieve meaningful community outcomes.

Mana Enhancing

Builds trust by placing people at the heart of decisions, embracing diverse cultures, upholding high standards of professionalism, nurturing personal growth and self-care, and protecting the mana and integrity of relationships.

Connected

Builds strong, trust-based relationships across teams and the community through clear communication, collaboration, and cultural engagement, creating a connected and inclusive environment that drives better outcomes.

Resilient and Adaptable

Adapts to change with curiosity and resilience, maintaining focus under pressure, seeking diverse perspectives, and persevering to deliver the best outcomes for the community.



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.

