

TEAM LEADER Customer Services



Following internal opportunities, Ruapehu District Council is seeking a vibrant leader to support and further develop our front counter services.

The Customer Services Team is usually the first point of contact for people seeking our services, and as such they have a huge influence on people's experience of council. As Team Leader you will be responsible for ensuring that customers' interaction with council is friendly, professional and efficient.

This is a full time permanent position and requires excellent time management and interpersonal skills. To be successful you will need to lead by example, be highly organised, technologically savvy, have a great sense of humor and an understanding of business process. As a leader you will be a clear and confident communicator who looks for process improvement and is willing to step in to fill front counter duties if necessary.

You will need a proven track record in successful leadership of a diverse team of people, this could be in sales, in a contact centre or busy front office environment.

The team is spread across the district's three offices; Taumarunui, Ohakune and Raetihi and this position could be based at any of these, with the expectation that time is spent in each office.

Reporting to the Group Manager you will be responsible for staff training and development, staff rosters, facilitating team meetings, monthly reporting and ensuring the team provides a high standard of professional assistance to Council's customers, rate payers, and residents.

Information including a job description for this position is available on our website at www.ruapehudc.govt.nz

Applications close 16 November 2018