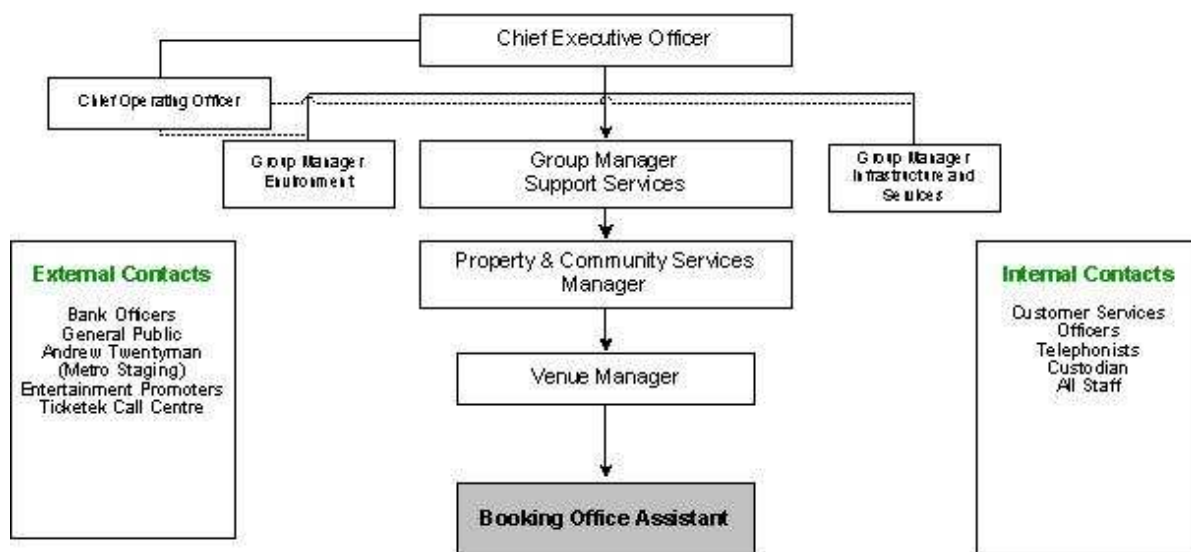


Whangarei District Council JOB DESCRIPTION

Job Title:	Booking Office Assistant	6.1414
Department:	Property & Community Services & Community Services	
Group:	Support Services	
Responsible To:	Venue Manager	
Job Summary and Purpose:	To undertake Forum North Booking Office duties.	

Organisation Context



Mission

Creating the ultimate living environment.

Vision

To be a vibrant attractive and thriving district, by developing sustainable lifestyles based around our unique environment; the envy of New Zealand and recognised world wide.

Values

The Vision for our district and the Mission for our organisation are underpinned by the Whangarei District Council's commitment to the fundamental core values below. These values guide the way we do business in all activities and services for the benefit of the community.

- Communication
- Customer First
- Innovation and Excellence
- Valuing Employees and Partnerships
- Visionary Leadership

Themes

The following themes reflect the community outcomes we aim to achieve through our Mission, Vision and Values.

- Community Health and Well-being
- Environmental Management
- Positive Economic Growth
- Unique District Identity
- Vibrant Community

Auahi

Āuaha mutunga kore o te Āo tūroa.

Tirohanga

Ka kitea to Ihi, te Ataahuatanga kia anga mua tonu nga mahi i roto i tō tātou rohe. Kia pūmau tonu, te ahurei o te Tai Ao, i te taha moana. Ka āhua kōhaehae te titiro mai o te ao whanui ki a Aotearoa.

Wariu

Nga tirohanga mō tō tatou rohe, mē nga auahi mō tō tatou roopu whakariterite, nā te roopu tautoko kaupapa. Te Kaunihera ā rohe o Whangarei. Kia noho here ki nga pu taketake whai wāriū.

- Whaka Kotahi Haere
- Te kai tonu ite tuatahi
- Whakatakoto Kaupapa hou, whakahirahira
- Wāriūtanga o ngā kaimahi i roto i te haerenga tahitanga, pērā i nga tikanga o te Tiriti o Waitangi
- Tirohanga kai Ārahi (nga tirohanga whakamua kaiārahi)

Nga Kaupapa

Koia enei nga Kaupapa a te Nohoanga he whai whakaaro me nga tukunga iho. Ta matou tino kaupapa he whakatutuki i tenei putake putanoa ta matou Auahi mo te Tirohanga me nga Wariu.

- Nohoanga hauora me te oranga tinana
- Taiao Ropu whakahaere
- Te inetahi o te taha ohaoha
- Te ingoa motuhake o te rohe
- Nohoanga tikorikori.

Key Result Areas

The job of Booking Office Assistant encompasses the following major functions or Key Result Areas:

- Customer Service
- Administration
- Cash Handling

The requirements in the above Key Result Areas are broadly identified below:

What am I supposed to do?	How well am I supposed to do it?
<p>1. Customer Service</p> <ul style="list-style-type: none"> ▪ Demonstrates value to all customers. ▪ Recognises customer first responsibility and ethos. ▪ Contributes to the development of customer focused policies and procedures. ▪ Make resolution at first point of contact a working reality. ▪ Develops partnerships internally to establish best practice in customer service. 	<ul style="list-style-type: none"> ▪ Have clearly identified and agreed service level agreements - internal and external. ▪ Resolves customer requests within company policy and frameworks. ▪ Demonstrates professional approach, awareness and understanding of organisation strategy and goals (e.g. District Plan and LTCCP). ▪ Participates in continuous improvement processes. ▪ Actively resolves majority of customer requests without escalation.
<p>2. Administration</p> <ul style="list-style-type: none"> ▪ Advise general public on event ticketing. ▪ Maintain patron and client survey databases. ▪ Maintain stock level of general stationery and stock/stationery for ticketing. ▪ Maintain Ticketing manuals and seating plans. ▪ Filing and photocopying as required. ▪ Support other staff with administration duties as and when required. 	<ul style="list-style-type: none"> ▪ Achieve fast, efficient and accurate ticket sales in person and by phone. ▪ Survey information recorded quickly and accurately on databases. ▪ Seating plans for events/date are updated continuously. ▪ Prompt ordering of non-standard stationery items.
<p>3. Cash Handling</p> <ul style="list-style-type: none"> ▪ Handle cash in a competent manner. ▪ Ensure adequate cash levels are maintained for the day's event requirements. ▪ Ensure security of all cash. 	<ul style="list-style-type: none"> ▪ Counter sales and cash reconciliation. ▪ Timely and secure delivery of cash to bank.

Note

The above performance standards are provided as a guide only. The precise performance measures for this job will need further discussion between the job holder and manager as part of the performance development process.

General Requirements

- To provide the best possible service through the practice of a customer first ethic, and to promote a vibrant image of Council.
- To take all practical steps to ensure your own safety and the safety of others while at work.
- To demonstrate a commitment to cultural awareness in all aspects of work and development.
- To demonstrate a commitment to Council's EEO policy in all aspects of work and development.
- To embrace training and professional development opportunities for continuing improvement.
- To undertake Emergency Management responsibilities if required.

Approved:

GROUP MANAGER SUPPORT SERVICES

Date:

Whangarei District Council PERSON SPECIFICATION Booking Office Assistant

Technical/Professional Qualifications

Essential	Desirable
	<ul style="list-style-type: none"> ▪ NZQA Level 4 or 5 Unit Standard. ▪ First Aid Certificate.

Experience

Essential	Desirable
<ul style="list-style-type: none"> ▪ 12 months customer service experience. ▪ Strong customer focus. ▪ 6 months cash handling experience. 	<ul style="list-style-type: none"> ▪ One to two years experience in a similar position where front line public contact, and administrative support has been an important feature.

Skills and Attributes

Essential	Desirable
<ul style="list-style-type: none"> ▪ Courteous, friendly and professional manner. ▪ Proven computer skills. 	<ul style="list-style-type: none"> ▪ Working knowledge of Microsoft Office or similar.

In addition to the above specification we require, of all our employees, the following competencies:

Key Competencies for All Staff Expected (Value Related) Behaviours

■ Customer First

All jobs exist to provide services for customers whether these are inside the organisation (i.e. colleagues) or outside (e.g. consent applicants, citizens). A person demonstrating this value will value all customers, encourage people to become empowered and involved and act professionally and fulfil commitments.

■ Valuing Employees and Partnerships

A person demonstrating this value looks for partnerships/alliances, develops links with businesses, understands that employees are our greatest asset, works together, builds trust, shares expertise and values and respects diversity. Creates valued culture by seeking out opportunities to value employees.

■ Communication

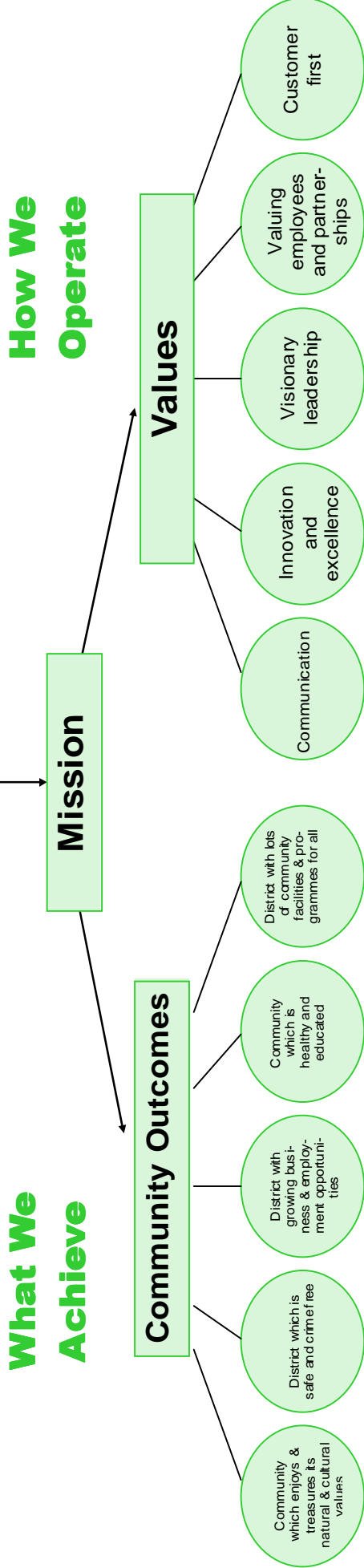
A person demonstrating this value demonstrates accessible networks, communicates openly, looks outwardly to develop and strengthen the marketing of our District and is responsive and flexible.

■ Innovation and Excellence

A person demonstrating this value will consider alternatives and think creatively, develop excellence and expertise, develop world class best practice, promotes innovations and contributes to change.

HOW DOES MY JOB FIT INTO THE BIG PICTURE?

Creating the Ultimate Living Environment



Key result areas ← JOB DESCRIPTION → Key competencies

