Job description

Job Title | Client Information Officer
Branch | Service Delivery and Operations
Business Group | Customer Services
Reporting to | Team Leader
Location | Wellington
Salary Range | Level 1 Delivery D $38,151 - $51,616 & Level 2 Delivery E $44,036 - $59,579

Purpose

To provide a high quality information service that consistently delights our customers and results in high quality specialist advice and products.

Key Tasks

Level 1

Customer Service

- In accordance with relevant policy and legislation: act as the first point of call for all customers/callers, providing them with helpful, accurate and timely general information on Service Delivery Operations products, services and fees.
- provide all customers/callers with information on Service Delivery Operations’ procedures specific to their particular needs and recommend the most suitable solution to any problems
- correctly match/update customers’ information with incomplete or inaccurate applications
- always deliver customer service in a positive, courteous and cheerful manner, regardless of circumstances
- solve any problems over the phone where possible
- escalate complex/difficult enquiries when necessary
- meet quantitative and qualitative standards
- set and manage customer expectations

Professional and Technical Knowledge

- Demonstrate competency in applying policy and policy guidelines from the following Acts
  - Births, Deaths and Marriages Registration Act 1995
  - Marriage Act 1955
  - Civil Union Act 2004
  - Passport Act 1992
  - Citizenship Act 1977
  - Citizenship Act (Western Samoa) 1982
  - Privacy Act 1993
  - Official Information Act 1982
  - Oaths and Declarations Act 1957
  - Protected Disclosures Act 2000
Information Management

- support process and procedure maintenance to reflect current legislation and/or policy by providing feedback when applicable
- correctly interpret information from KEA (passport production system), KIWI (passport production system), CSI (customer service interface), OTS (order tracking system) DCS (determinations confirmation system) and A2G to advise clients on the status of their application within Identity Services guidelines
- correctly enter or amend data in KEA, KIWI, OTS, A2G and CSI to facilitate the processing of orders and communication between external and internal customers
- promptly send to customers the appropriate brochures, information and application forms

Contribution to Contact Centre and wider Service Delivery Operations/DIA environment

- make a noticeable positive contribution to the operation of the Contact Centre
- adjust to the Contact Centre environment by adhering to rostered start, finish and break times as well as following statistical standards and tracking
- quickly establish and maintain effective relationships with key personnel in other SDO business units
- maintain knowledge of business procedures and the operating environment
- take personal responsibility for implementing personal action plans

Integrity and maintaining integrity of Service Delivery Operations documents

- maintain security of information and systems in accordance with the Department’s codes of conduct and integrity policy
- maintain the integrity of Service Delivery Operations systems, products and services ensuring you work within your delegations at all times and report any concerns immediate.
- maintain a close working relationship with Risk Management and Special Operations and relay any ‘suspicious’ information to them
- follow individual business guidelines when releasing any information over the telephone or e-mail

Administration

- send out receipts with appropriate written correspondence when requested by customers
- request files from records, when required, and take appropriate action once file is received
- fax application forms to customers
- request bulk order forms to be sent out
- complete, on a daily basis, MIS timesheet and lost time sheet in an accurate and timely manner
- follow up and organise any customer refunds or overpayments with the appropriate person or department
- follow up on any ‘lost in post’ passports with the appropriate person/s or department, until the desired resolution has been achieved

Training

- proactively identify and report on any training requirements (personal or team) that will increase performance and/or compliance with requirements
- ensure all knowledge gained through training is applied immediately
• support other staff understand processes and procedures as required

Culture
• Adhere to DIA values at all times
• proactively pursue excellence
• be positive in all things
• respect your colleagues
• demonstrate empathy with both customers and your colleagues

Level 2

Customer Service
• In accordance with relevant policy and legislation:
  • professionally handle escalated calls, dealing with complex enquiries and/or difficult customers, providing solutions on behalf of the organisation
  • negotiate win/win outcomes
  • manage and seek solutions for situations created by issues in production
  • take ownership for completing all tasks in a timely manner

Written correspondence
• Operations production units accurately, within the specified timeframe, using plain English and the appropriate tone and style
• ensure all correspondence is compliant with the appropriate Acts
• ensure that SDO standards for external communications are met
• peer review e-mails in accordance with Contact Centre guidelines

Contribution to Contact Centre and wider SDO/DIA environment
• undertake a wide range of tasks and activities which contribute to improved service
• willingly participate in projects and problem-solving activities, taking a leading role on customer service issues to influence decision-making and process improvement
• Ensure all tasks are completed within the agreed timeframes and deliver results/outcomes

Participation in and contribution to on-the-job training within the Contact Centre
• willingly share knowledge and experience with colleagues
• deliver on-the-job training as appropriate, by acting as a ‘mentor’ to new staff
• help all staff on an as required basis (‘floating buddy’)
• proactively identify training needs to to refresh and update skills
• participate in ‘work shadowing’ by acting as a ‘mentor’ to students coming to the Contact Centre

Administration
• perform extra tasks (eg rosters, e-mail co-ordination statistics) as requested by Contact Centre management in a timely manner
• undertake 2IC roles and responsibilities for team leaders as required

Health & Safety (for self)
• Takes personal responsibility for keeping self free from harm
• Follows safe working procedures
• Reports incidents promptly
• Reports hazards promptly and suggests appropriate remedies
• Knows what to do in the event of an emergency
• Co-operates in implementing rehabilitation plans
Health & Safety (for the team)
- Ensure staff are informed of Health and Safety requirements in the workplace, and are adequately trained to carry out their work safely.
- Ensure the prompt and accurate reporting, recording and investigation of all workplace incidents and injuries.
- Ensure all hazards are promptly assessed for their significance, and managed.

Key Relationships

<table>
<thead>
<tr>
<th>Key Relationships and Nature of Interaction</th>
<th>Advise</th>
<th>Collaborate with</th>
<th>Influence</th>
<th>Inform</th>
<th>Manage/lead</th>
<th>Deliver to</th>
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</thead>
<tbody>
<tr>
<td>Internal</td>
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<tr>
<td>Service Delivery Operations managers and staff</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<td>✓</td>
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<tr>
<td>Other DIA staff</td>
<td>✓</td>
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<td>✓</td>
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<tr>
<td>Service Delivery Operations customers (in NZ and overseas) and general public</td>
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<td>✓</td>
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<tr>
<td>External</td>
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<tr>
<td>Travel agents</td>
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<tr>
<td>Other government departments</td>
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<td>Overseas embassies</td>
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<td>Courier Agents</td>
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Staff Management
- Number of direct reports: Nil
- Total number of staff reporting: Nil

Person Specification

Special Requirements
- New Zealand Citizenship
- The ability to attain and maintain a satisfactory security clearance

Competencies

The Competencies required for this role consist of both core Departmental and job specific competencies. The core competencies are shown below in italics. Each competency falls within a competency cluster, which are broad themes of skills, behaviours and abilities.
<table>
<thead>
<tr>
<th>Competency Cluster</th>
<th>Competency</th>
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<tbody>
<tr>
<td>Integrity</td>
<td>Integrity and Trust</td>
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<tr>
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<td>Ethics and Values</td>
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<tr>
<td>Intelligence</td>
<td>Learning on the Fly</td>
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<td>Emotional Maturity</td>
<td>Self Knowledge</td>
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<td></td>
<td>Composure</td>
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<td>Talent to Execute</td>
<td>Time</td>
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<td>Time Management</td>
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<td>Positive Energy</td>
<td>Perseverance</td>
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<td>Managing Diverse Relationships</td>
<td>Interpersonal Savvy</td>
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<td></td>
<td>Peer Relationships</td>
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<tr>
<td>Achieves Effectiveness for Māori</td>
<td>Effectiveness for Māori</td>
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</tbody>
</table>

*With the exception of Achieves Effectiveness for Māori, the competencies DIA uses are derived from the Competency Sort Cards developed and copyrighted by Lominger Limited, Inc. No part of the Lominger competencies may be used, reproduced or transmitted in any form or by any means, by or to any party outside of The Department of Internal Affairs.

**Competency descriptors can be found on the DIA intranet (1840) or by contacting your hiring manager.