



# Job description

Haere mai

This job description is your go-to place for all the ins and outs of this role at Internal Affairs

## Customer Services Officer

### Customer Services, Service Delivery and Operations

The purpose of this position is to enable our customers to access our products and services in a timely manner and through whichever channel they choose. To support and assist our customers to transact in a digital environment as more services are available online. To actively champion the voice of our customers, to identify opportunities for service improvement, and enhance the quality and efficiency of our products and services.

**Reporting to:** Team Leader, Customer Services or to Auckland Contact Centre Manager

- **Location:** Auckland, Manukau, Wellington, Christchurch
- **Salary range:** Band D
- **Customer Services Officers are allocated to:** Contact Centre, Counter, Logistical Support Centre, Flying Squad

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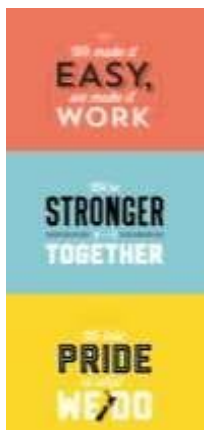
### What we do matters – our purpose

Our purpose is to serve and connect people, communities and government to build a safe, prosperous and respected nation.

In other words, it's all about helping to make New Zealand better for New Zealanders.

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### How we do things around here – our principles



#### We make it easy, we make it work

- Customer centred
- Make things even better

#### We're stronger together

- Work as a team
- Value each other

#### We take pride in what we do

- Make a positive difference
- Strive for excellence



**Te Tari Taiwhenua  
Internal Affairs**

## Working effectively with Māori

Te Aka Taiwhenua – our Māori Strategic Framework – enables us to work effectively with Māori. Te Aka Taiwhenua is underpinned by our mātāpono – Kotahitanga, Manaakitanga, Whānaungatanga, He Tāngata.

As DIA is an agent of the Crown, Te Tiriti o Waitangi/The Treaty of Waitangi is important to everything we say or do. We recognise it as an enduring document central to New Zealand’s past, present and future. Building and maintaining meaningful relationships is important to work effectively with Māori, stakeholders and other agencies. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

## Core Accountabilities

What you will do to contribute	As a result we will see
<p><b>Serve our customers</b></p> <ul style="list-style-type: none"> <li>• Provide helpful, accurate and timely information on the Department’s products and services, timeframes, fees and procedures</li> <li>• Provide our customers access to Internal Affairs’ products and services, ensuring required standards, policies and procedures, and relevant legislation are understood and consistently applied as intended</li> <li>• Be a trusted custodian of people’s personal information</li> <li>• Provide professional and courteous services regardless of circumstances</li> <li>• Accurately interpret information available through the Departmental computer systems</li> <li>• Resolve problems and refer specific enquiries to the appropriate person for resolution</li> <li>• Provide accurate revenue and receipting processes</li> <li>• Provide accurate data entry and recording of information</li> </ul>	<ul style="list-style-type: none"> <li>• Identification of things that we can change and proactively passing these through to the right person to action</li> <li>• Our initial contact satisfies customer queries in a professional manner resulting in reduced repeat customers</li> <li>• Integrity of personal information is upheld throughout all processes</li> <li>• All revenue is receipted accurately</li> <li>• Accurate recording of information that meets Internal Affairs’ standards of policy and procedures</li> </ul>
<p><b>Voice of the Customer</b></p> <ul style="list-style-type: none"> <li>• Own our customers’ experience</li> <li>• Be the voice of the customer within Customer Services, Service Delivery and Operations and Internal Affairs</li> <li>• Understand and identify the customer’s challenges and ensure these issues are communicated to the right people</li> </ul>	<ul style="list-style-type: none"> <li>• An understanding of the problems our customers have in accessing our services</li> <li>• Provision of advice and information to our Business Units</li> <li>• We influence changes to our products and services and make things easier</li> </ul>

<p><b>Improve Our Business</b></p> <ul style="list-style-type: none"> <li>• Identify areas for improvement and pass these through to the relevant people for action</li> <li>• Contribute to Business Improvement initiatives</li> <li>• Participate in targeted data collection</li> </ul>	<ul style="list-style-type: none"> <li>• Continuous improvement of processes across all aspects of the business</li> <li>• Relevant and accurate data is collected for analysis</li> <li>• Understanding of the impacts of change</li> </ul>
<p><b>Digital Assist</b></p> <ul style="list-style-type: none"> <li>• Promote the use of our online services with our customers</li> <li>• Support and assist our customers to access our services and transact in a digital environment</li> <li>• Understand and identify the issues they are having and communicate these to the right people in the business</li> </ul>	<ul style="list-style-type: none"> <li>• Customers feel supported throughout their transactions</li> <li>• Customers gain an understanding of the availability of our online services</li> <li>• By further understanding issues we will be able to influence positive changes to make things easier</li> </ul>
<p><b>Team Culture and Engagement</b></p> <ul style="list-style-type: none"> <li>• Support and assist colleagues</li> <li>• Create a positive atmosphere for everyone</li> <li>• Foster a positive culture and environment consistent with the principles and behaviours of the Department</li> <li>• Foster and support the Te Aka Taiwhenua principles</li> <li>• Develop and maintain effective relationships and communication with Team Leaders and peers to foster collaborative services across the Branch</li> <li>• Share knowledge of business procedures and operating environment at the operational level</li> <li>• Work collaboratively with fellow team members and Team Leaders in the day to day operations of the team</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstration of the Principles of Internal Affairs</li> <li>• Positive contributions to the Customer Services' culture</li> <li>• Strong positive role model in the area of conduct and integrity</li> <li>• Participation in Engagement activities</li> <li>• Positive working relationships with others in Service Delivery and Operations and the wider Internal Affairs</li> <li>• The Te Aka Taiwhenua principles will be demonstrated in our behaviours and reflected in our services</li> <li>• Ability to effectively establish, foster and manage positive relationships with internal and external stakeholders</li> <li>• All work is undertaken according to business rules, policies and procedures</li> <li>• Systems are in place to keep track of work actioned and to be done</li> </ul>

What you will do to contribute	As a result we will see
<p><b>Health and safety (for self)</b></p> <ul style="list-style-type: none"> <li>• Work safely and take responsibility for keeping self and colleagues free from harm</li> <li>• Report all incidents and hazards promptly</li> <li>• Know what to do in the event of an emergency</li> <li>• Cooperate in implementing return to work plans</li> <li>• Fully comply with the Health and Safety in Employment Act 1992, Health and Safety in Employment Amendment Act 2002 and Introduction to the Health and Safety at work Act 2015</li> </ul>	<ul style="list-style-type: none"> <li>• A safe and healthy workplace for all people using our sites as a place of work.</li> <li>• Health and safety guidelines are followed</li> </ul>

## Customer Services Officers' Tasks by business unit

Customer Services Officers may be assigned to any of the below business units

Business Unit	Task
<p><b>Counter and Operations – Logistical Support Office</b></p>	<ul style="list-style-type: none"> <li>• Provide Inward and Outward Mail Service</li> <li>• Prepare, Process and Deliver Passport, Citizenship and Births, Deaths and Marriages (BDM) Application Data</li> <li>• Contact customers and provide resolution to issues</li> <li>• Archive, maintain and retrieve Files</li> <li>• Complete quality assurance checks and complete life event registrations</li> </ul>
<p><b>Counter and Operations - Counter</b></p>	<ul style="list-style-type: none"> <li>• Provide application receipting and processing services for Births Deaths and Marriages, Citizenship and Passports</li> <li>• Take statutory declarations fully and correctly in accordance with product specific requirements</li> <li>• Produce marriage and civil union licenses and complete life event registrations</li> <li>• Perform marriage and civil union ceremonies</li> <li>• Process and distribute inward and outward mail</li> </ul> <p><b>Travel Document processing and production (Christchurch)</b></p> <ul style="list-style-type: none"> <li>• Deliver outputs to maintain an efficient service that meets Service Delivery and Operations' agreed timeframes, quality standards, and Internal Affairs' policies and procedures</li> <li>• Apply sound judgement and make good decisions in assessing customer need and eligibility</li> <li>• Deliver after hours passport call out and urgent services when required by leading or supporting the end-to-end passport process, ensuring an accurate, responsive and professional service</li> </ul>

<b>Contact Centre</b>	<ul style="list-style-type: none"> <li>• Provide all customers / callers with accurate information on Internal Affairs' products and services specific to their particular needs and recommend the most suitable solution to their problem</li> <li>• Set and manage customers' expectations</li> </ul>
<b>Operations Performance and Support - Flying Squad</b>	<ul style="list-style-type: none"> <li>• Provide short term cover for the above business units and other groups if required</li> <li>• Become the pulse of change; through deployment understand the impact of change across all channels to enable a true understanding of the end to end impacts</li> </ul>

<b>Who you will work with to get the job done</b>		Advise	Collaborate with	Influence	Inform	Manage/lead	Deliver to
Internal	Service Delivery and Operations staff	✓	✓		✓		✓
	Team Leaders	✓	✓		✓		✓
External	External Providers (Records management, Couriers, document storage facilities)	✓	✓		✓		✓

<b>Your delegations</b>	
Human Resources and financial delegations	Level Z
Direct reports	Nil
Statutory powers	Passport Act 1992, Citizenship Act 1977 and Charities Act 2005 in accordance with the departmental delegations policy and delegations schedule

Your success profile for this role	What you will bring specifically
<p>At Internal Affairs, we have a Capability Framework to help guide our people towards the behaviours and skills needed to be successful. The core success profile for this role is <a href="#">Valued Contributor</a>.</p> <p><b>Keys to Success:</b></p> <ul style="list-style-type: none"><li>• Customer Focus</li><li>• Continuous improvement</li><li>• Teamwork and peer relationships</li><li>• Action oriented</li><li>• Self-development and learning</li><li>• Functional and technical skills</li></ul>	<p><b>Experience:</b></p> <ul style="list-style-type: none"><li>• Experience in a customer focused or service delivery environment</li><li>• Experience in providing support in a digital or technology focused environment</li><li>• Experience working in a successful team</li></ul> <p><b>Knowledge:</b></p> <ul style="list-style-type: none"><li>• Competent with core technology i.e. Microsoft/Outlook</li><li>• Proven learning ability</li></ul> <p><b>Skills:</b></p> <ul style="list-style-type: none"><li>• Clear communication skills (written and verbal)</li><li>• Professional phone manner</li><li>• Ability to identify and solve problems</li><li>• Ability to support people in a digital environment (or demonstrate the potential to develop these skills)</li></ul> <p><b>Other requirements:</b></p> <ul style="list-style-type: none"><li>• New Zealand citizenship (not Permanent Residence or on a Work Visa)</li><li>• The ability to attain and maintain a satisfactory security clearance</li></ul>