

Customer Service Officer, Police Infringement Bureau

Position Details

Reports to: Team Leader : Customer Services PIB

Location: Police Infringement Bureau

District/Service Centre: National Road Policing Centre

Shift work/non shift work: Non shift work

Group: National Operations

Remuneration range: Band C

PHPF Level Purpose: Individual Contributor

Employee Type: Police Employee

Direct reports: No

Delegated financial authority: No

Context

New Zealand Police is the lead agency responsible for reducing crime and enhancing community safety. We work in partnership with individuals, communities, businesses and other public sector agencies to achieve our vision of Safer Communities Together.

Purpose

The Police Infringement Bureau contributes to the effort to reduce death and serious injury on our roads under the umbrella of the National Road Policing Centre. It is part of the National Operations Group whose purpose is to deliver 'Our Business' through coordinated national services.

The Customer Service Officer, through their professional management of calls will contribute to high trust and confidence in police through the delivery of service excellence and making every contact count.

To support the delivery of these outcomes the Customer Service Officer will contribute to and encourage a high performance culture that supports each other to perform at their potential and in doing so delivering high quality national infringement services.

Accountabilities

1. Be safe and feel safe

- Understand the hazards in your work area and eliminate or minimise the associated risk.
- Report all accidents, incidents and near misses in MyPolice in a timely fashion.
- Actively participate in Wellness and Safety initiatives and training.

2. Deliver national freephone call centre services

- Build trust and confidence in Police by providing competent and knowledgeable advice and information about infringement services. Apply a first call resolution philosophy where possible.
- Give advice and identify opportunities to promote alternative resolutions and other initiatives that contribute to achieving our targets.
- Bring infringement matters to resolution by facilitating payments and refunds to and from the consolidated fund.

- Maintain and build internal and external partnerships and relationships through the delivery of quality customer service and subject matter expert advice.
- Manage highly emotive interactions whilst providing a customer experience that delivers solutions, in a professional and competent manner.
- In high pressure situations maintain self-control and resilience and use language that builds peoples trust and confidence in Police.
- Take action with infringement matters, practice discretion and deliver positive closure when dealing with unsatisfied customers.
- Manage and resolve customer complaints, troubleshoot problems, provide clear information and resolve or escalate issues.
- Competently navigate call centre systems and produce meaningful reports and call statistics to build capability.
- Apply applicable policy, legislation and processes to the ability to be able to access, interpret and clearly communicate wide ranging information in a short timeframe and under pressure.
- Provide assistance and intelligence to frontline staff in conducting searches for information.

3. Contribute to a high performance culture

- Contribute to a united workgroup by supporting each other and embracing similarities and differences of others in the team.
- Contribute to a culture of excellence by supporting innovation and contributing ideas for streamlining processes.
- Work effectively as a member of a team, take appropriate ownership and be accountable for own performance and development.
- Use interpersonal skills effectively in group and individual situations.
- Be proactive to assist and support others in the team, committed to achieving team goals.
- Contribute to team discussions and work with the team to achieve goals.
- Apply positive behaviours that support a high performing culture.
- Demonstrate and promote Police values and good communication.

4. Deliver a positive service experience for customers

- Build trust and confidence in Police by providing a positive service experience through application of Police Service Excellence Delivery Standards.
- Foster an atmosphere where being responsive to customer needs is the first priority.
- Participating in development programmes and cross functional training across infringement services to ensure you are equipped and enabled to deliver expert services.
- Maintain expert knowledge on applicable legislation, policy and best practice across the infringement system to facilitate the delivery of accurate and informed information.
- Positively participate in the Quality Assurance programmes, seeking and responding to feedback from coaches and team leader to demonstrate commitment to delivering a high quality service.

Additional Requirements

For selection purposes, candidate suitability will be considered in relation to:

1. potential to perform well in the position, given a reasonable period of time for familiarisation and/or training.
2. personal attributes and temperament relevant to the position.
3. general health which will allow for the performance of all duties and functions of the position.

Pre-Employment Checks

- None

Qualifications

- None