

The Planning Support role performs a wide range of administrative and office support activities to facilitate the efficient operation of the Planning and Development team.

KEY TASKS

Team Support

- Coordinate and assist activities/projects and work programmes as directed by the Manager – Planning Support.
- Support primarily the resource consenting and resource management engineering staff, as well as the wider Planning & Development department.
- Administrative functions with processing consent applications received and issuing these.
- Occasional notification of resource consent applications, liaison with clients, submitters and Commissioners and attendance at hearings.
- Process time and cost recovery and invoicing.
- Manage filing (electronic and paper based) of papers and correspondence.
- Ensure a consistent customer-centric approach to all operations.
- Demonstrated experience in process/system improvement
- Demonstrated ability to take on responsibility and use initiative to prioritise work effectively under pressure and to tight deadlines.
- Preparation of statistical reports, maintaining appropriate records, including the undertaking of research and maintenance of databases.
- Active commitment to excellence, innovation of quality and continual enhancements to systems and processes.
- Training of new staff including external consultants and communicate the organisation's expectations.

Customer Service

- Deal with customer enquiries by telephone, email or in person.
- Establish ongoing dialogues with clients ensuring delivery satisfaction and value-added service.
- Cultivate a professional and positive image for QLDC.

PERSON SPECIFICATION

- A relevant tertiary qualification is desirable.
- Proven experience in an administration role.
- Excellent communication skills, both written and oral and demonstrated planning and organisational skills with an excellent eye for detail.
- Ability to effectively multitask.
- Proven ability to establish and maintain effective relationships with staff and customers and gain their trust and respect.
- Demonstrated ability to take on responsibility and use initiative to prioritise work effectively under pressure and to tight deadlines.
- Demonstrated experience in process/system improvement.
- Excellent interpersonal skills. Relates well to all kinds of people and contributes to a positive and hardworking team.
- The attitude and personal drive required for supporting the organisation's vision.
- The flexibility and initiative to take on new tasks and proactively identify opportunities for the organisation.

For more information on this role, or to apply, please visit www.qldc.govt.nz/jobs