

STAFF REPORT:

TO: Community Services Committee
FROM: Customer Services Manager
DATE: 22 November 2006
SUBJECT: Customer Services

The purpose of this report is to provide an update to the Committee on the Customer Services (CS) Section.

CUSTOMER SERVICE CONFERENCE

The annual Local Government Customer Service Conference was held in Nelson 18-20 October with a conference theme of 'Communication: Relationships'. Workshops held over the two days ranged from Conquering Your Email Overload through to Emergency Preparedness: getting our message across in emergencies. The demonstration of the KnowledgeBase Frequently Asked Questions system was enlightening for attendees who were not familiar with the system.

VISIT FROM NELSON CITY COUNCIL

Senior Management from Nelson City Council visited Customer Services in October to gain an understanding of the how Tasman District Council approached the Customer Service project and implementation. Further visits from staff may take place in the future.

CUSTOMER SERVICES TRAINING

Since the last Community Services meeting, training with staff in the Engineering Department has been almost completed. As a result of the complexity of Service Requests that can be received by both Engineering and Community Services, an improved Customer Service module for the Confirm Asset Management system has been introduced. We are currently working towards inputting a higher number of Service Requests for Community Services and will move forward to targeting Engineering Department calls from mid December. The date is dependant upon engineering staff being satisfied with changes that are required before full implementation of the

module. This will enable the data entry screens to be as user friendly as possible.

If you wish to discuss any matter further I am happy to answer any questions relating to the Customer Service area.

Suzanne Westley
Customer Services Manager