

STAFF REPORT

TO: Community Services Committee
FROM: Customer Services Manager
DATE: 13 May 2009
SUBJECT: Customer Services

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

Dog Registration for the 2009/10 year starts 1 June. As we have had a few minor changes to our database, Richmond, Motueka and Takaka staff involved in Dog Registration are having a refresher course to keep things on track.

Regarding staff changes within the Richmond CS team we advise the Committee that Edna Brownlee has been appointed to the position of Senior Customer Services Officer in Richmond. Edna has been a member of the CS team for two years. It is great to have a member from our existing team step up to a new role and have every confidence that Edna will handle the challenges ahead.

With the Motueka Service Centre alterations now completed the official “opening” is on 22 May. Since recommencing operations in the revamped space and with the NZAA now operational, staff have commented that there is a noticeable increase in customer numbers. We will have confirmed numbers of transactions at the end of the week.

On 3 April Council celebrated a 100 years of Council in Murchison with the launch of the Can-do Country – Murchison’s century of mucking in book and a Centenary Dinner. Past and present council staff, elected representatives and local people who have supported Council attended. I would like to take this opportunity to thank staff, The Mayor and Councillors involved in making the event a success.



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

g:\tara\agendas\community services\2009\may\racs090521 report customer services manager.doc