

# Metro Info Agent

## Horopaki | Context

Kaunihera Taiao ki Waitaha | Canterbury Regional Council, also known as Environment Canterbury, is the Regional Council for the largest region in Aotearoa/New Zealand, covering an area of 44,500 square kilometres, with a population of approximately 700,000.

As a regional council, we are responsible for managing natural resources including air, soil, water and land. We work in partnership with mana whenua Ngāi Tahu to protect the health of our environment to ensure a sustainable and prosperous future for our region.

The region's evolving environmental and political context means we will continue to be agile and adaptive, as we respond to regulatory and environmental changes.

Our mahi (work) is organised around the delivery of our three core services:

- Environmental Regulation and Protection
- Community Preparedness and Response to Hazards
- Public Transport

We are guided by our strategic drivers (pou):

- Putting the community and our customers at the heart of everything we do
- Growing our relationship with mana whenua into a true partnership
- Maturing our governance model and understanding of our political environment
- Removing pain for our people (and customers) by improving our systems and processes.

Our mahi is also underpinned by our values:

- Kaitiakitanga (stewardship)
- Pononga (integrity)
- Manaakitanga (people first)
- Whanaungatanga (collaboration)
- Māiatanga (can do).

## Aronga | Purpose

The purpose of this role is to provide professional quality customer service, information and advice to the general public on public transport, both in person and in a contact centre environment by using effective interpersonal skills to support and assist customers, modifying behaviours to resolve potential conflict situations. To also perform financial transactions and reconciliations in regard to the use of Metrocards and other Metro products and service offerings.

## Ngā Haepapa | Accountabilities

- Deliver and champion Metro Info services using own judgement, underpinned by a current knowledge of existing systems, processes and service provisions to facilitate the provision of a professional quality positive customer experience, in person and over the phone.
- Responsible for analysing, interpreting and problem-solving information across a range of systems to provide accurate timely information, advice and journey planning, which is tailored for specific needs and provides confidence for customers.
- Manage, advise and problem solve on the sale, top-up, block/unblock, replacement and on-line account management of Metrocards and other Public Transport products.
- Manage financial transactions incorporating purchase order requests for Metrocards, transferring funds, handling cash and Eftpos, and end of day reconciliations, ensuring accuracy and quality in line with auditing processes.
- Responsible for core administrative tasks incorporating data entry, maintenance of timetable stocks and display stands, processing and sending product orders, and timely processing of Metrocard on-line order requests.
- Receive, evaluate and action where appropriate customer feedback on services and infrastructure, escalating to the appropriate sections both internal and external to the organisation for action.
- At Level Two, role model for the team, through undertaking one or more additional accountabilities including being a training champion, an expert in systems and processes, providing peer support, covering for the Metro Info Team Leader and handling escalations, problem solving, and developing and implementing specific procedures to enable team development.

## Toitū Te Tiriti | Treaty Partner Excellence

- Deliver outcomes that underpin and give effect to achieving Ngāi Tahu cultural and environmental aspirations, including but not limited to, mahinga kai and revitalisation programmes.
- Connect with our Ngāi Tahu partner to ensure understanding of Ngāi Tahu aspirations and priorities so that there is genuine input and contribution, which can be considered in mahi programme development and prioritisation.
- Demonstrate openness and courageousness in approaching issues and in co-design of processes and systems, supporting thought leadership that can give effect to the progression of the partnership.
- Contribute toward our effective, strong and valued relationship with all Papatipu Rūnanga within Waitaha/Canterbury and Te Rūnanga o Ngāi Tahu, to demonstrate our commitment to recognise and provide for the kaitiaki/responsibility Ngāi Tahu has for the natural environment. This will include

sharing of knowledge and information, creating opportunities for increased participation in decision-making processes, effective engagement and development of existing working relationships.

- Support the organisation's cultural capability journey, leading by example and identifying clear priorities, expectations, and development opportunities for individual capability; planning and aligning work to support organisational cultural capability across all aspects of delivery.

## Hauora me te Marutau | Health and Safety

The health, safety and wellbeing of our kaimahi and community is a priority for the Council, and we proactively implement robust health and safety practices. To meet our legal obligations you must:

- Understand the health and safety and risk obligations that rest with this position, and care for your own health, safety and wellbeing and that of others you may interact with.
- Ensure awareness of, and compliance with, legislative and operational standards, policies and guidelines, including the Council's code of conduct.
- Maintain an enquiring mind, undertake your own due diligence, and apply your knowledge of best practice to ensure a detailed understanding of any risks associated with this position.
- Ensure that relevant certifications are maintained, if applicable.

## Hononga ā-Mahi | Working Relationships

### Kai rō Kaunihera | Within the organisation

- Accountable to the Hub Lead to support the delivery of quality Metro Info services, utilising the Section's defined systems and processes.
- Close working relationship with the Metro Info Team Leader, Trainer, and Administration Coordinator.
- Daily liaison with other Metro Info Agents.
- Frequent liaison with Duty Managers for information in terms of detour changes, bus movements and security within the Bus Interchange.
- Frequent liaison with team members of the Public Transport Section for support with customer information requests.

## Kai waho i te Kaunihera | Outside the organisation

- Contribute toward our effective, strong and valued relationship with all Papatipu Rūnanga within Waitaha /Canterbury and Te Rūnanga o Ngāi Tahu.
- Demonstrate Council's commitment to recognise and provide for the kaitiaki responsibility Ngāi Tahu has for the natural environment. This will include sharing of knowledge and information, creating opportunities for increased participation in decision making processes, effective engagement and development of existing working relationships.
- Day to day contact with the general public and people wanting to use Public Transport Services by facilitating effective communication, problem solving skills and tailored language to a range of audiences within the community.
- Liaison with Public Transport Operators, cleaners and Security to assist with day-to-day security, lost property and both bus and building related enquiries.

## Ngā Herenga Motuhake | Special Conditions

As a regional council, we have a specific requirement to provide a civil defence function for Waitaha. Kaimahi are required to be available to assist, support or be associated, as reasonably required, with any Civil Defence emergency or any exercise organised in relation to this function.

Additionally, all kaimahi are expected to assist, support and respond, as reasonably required, to any event where the Business Continuity Plan is activated.

This position involves shift work on a seven-day roster basis between the hours of 7:00am and 7:30pm and includes weekends and public holidays.

As this role involves handling and reconciling of cash, employment in this role is subject to a credit check and a satisfactory Police Vetting check at time of hiring.

## Māngai Whakahaere | Delegations and Authorities

Where specified, this role has delegated authority to make decisions in accordance with Council-approved delegations, and authority for decision making in accordance with policies and guidelines for financial, people management and media-related activities.

Additional specific delegations may be given by the Chief Executive to the Chief People Officer on people and safety matters from time to time.

## Ngā Āheitanga | Capabilities

## Tohu Mātauranga | Qualifications

- Education to a minimum of NZQA Level 3 and/or relevant experience.

## Mātau ā-wheako | Experience

- At least three years' experience in a Customer Service role.
- Proven high standard of interpersonal skills, demonstrating compassion and empathy in interacting and advising a diverse range of people.
- Demonstrated knowledge and ability to work accurately within a range of databases and Microsoft applications to access, analyse and problem solve.
- Experience in financial processes and/or in cash handling.
- Ability to parallel process, i.e. talking to customers and entering information into databases.
- A knowledge of Greater Christchurch, underpinned by the ability to read maps and timetables and the Bus network advantageous.

## Ngā Pūkenga Matatau | Core Competencies

Specific behaviours at the team member level sit beneath each of the following organisational competencies.

Customer Focus	Ensuring that the customer perspective is a driving force behind decisions and activities. Initiating and maintaining relationships inside and outside the organisation.
Business Acumen	Using an understanding of the organisation's position to contribute to effective strategies and tactics by using economic, financial and industry information. Thinking from the ratepayers' perspective.
Achieving Outcomes	Translating strategic priorities into operational reality; aligning communication, accountabilities, resources, internal processes and ongoing measurement systems to ensure that strategic priorities yield measurable and sustainable results.
Leading Change	Identifying and driving organisational and cultural changes needed to adapt strategically to changing demands, technology, and internal initiatives; using new approaches to improve results by transforming organisational culture, systems, or services.
Common Purpose	Working towards a compelling view of the future by engaging with the organisation's vision; understanding and aligning to the common purpose.
Building Capability	Attracting, developing, engaging, and retaining talented individuals allowing the organisation to meet current and future organisational

challenges. Sharing authority, responsibilities and decision making to enable individuals to stretch their capabilities and accomplish strategic priorities.

The above statements are intended to describe the general nature and level of work being performed; they are not an exhaustive list of all responsibilities, duties and skills required of the position and incumbent. From time to time the incumbent will be required to accept and carry out other duties.

Band / Grade  
2

Position Code  
SERVMST.027

Last Updated  
July 2025

I agree to undertake the responsibilities detailed in this job description:

Ingoa | Name:

Waitohu | Signature:

Rā | Date Signed: