



CUSTOMER SERVICES WIN ALGIM AWARD

Our customer services team has been recognised as top council in the country by winning the Best Customer Experience Award at the Association of Local Government Information Management (ALGIM) Spring Conference.

Councils across the country were 'mystery shopped' with the highest ranked team being our very own customer services team here in Taupō.

So how did we become award winning?

A day in the life of a customer services representative is anything but typical. It involves having to encompass all areas of the business, from enquiries concerning everything from parking tickets to road closures, dogs at the pound to library programmes, and everything in-between.

Set-up with a call centre that gets hit with up to 200 calls and approximately 150 walk-in customers a day, the role is an ever evolving one as this contact varies based on each person's enquiry and what is going on at the time. Clarification, questions and queries are all common-place with staff needing to have a background on all happenings across the district. They often need to know 'who to ask' as the questions get more difficult or require a response from a subject matter expert.

Head of communications and customer relations Lisa Nairne said the team pride themselves on continually getting better at what they do, with a continuous improvement approach taken wherever possible to streamline processes and the way they deal with customers.

Their approach to the job is fantastic, they never appear to be having a bad day. We always knew we had a team of winners, and now it's official!

COUNCILLOR PROFILE

This week in our profiles of your elected representatives is Mangakino-Pouakani Ward Councillor, Kirsty Trueman.



Councillor Kirsty Trueman's involvement in her community takes many forms – from working in community development to starting a preschool – but a common thread runs through all of this: a real passion for the district.

She first became involved in community development work in her hometown of Mangakino, where she worked to help establish things as varied as bus services, an ATM, a motocross track, a gym and a community swimming pool. Local government seemed the logical next step, and as a third term councillor she

remains committed to what first attracted her to the role.

"I enjoy being able to make a difference, and also making sure that Mangakino's aspirations aren't forgotten. It's been great to see that our councillors really do appreciate that we are one district and that we need to work and think as one district," she says. "This has been a fundamental change in recent years, and it is a really exciting time, with so many opportunities coming forward. It's a new era for Mangakino, with a new vibrancy there. Our beautiful lakes attract many visitors, and in recent years the development of the Waikato River Trails and renovation of the town centre has really enhanced what we have to offer. I'm also looking forward to see what comes out of the discussion around the cultural precinct project as I think this too has so much to offer the whole district."

A new project on the horizon for Mangakino is establishing sports changing room facilities. "Sadly a fire burnt down our old changing rooms, so it is great that the Council has given funding towards a rebuild, as our league, soccer and visiting teams have had no changing rooms this year."

Cr Trueman's portfolio is health and education, and it is a field she is both personally and professionally interested in. She has gained a great appreciation of health and disability challenges through her own experiences with her son Tama, who at age six is non-verbal and is learning to walk. She also works as Operations Manager for the Ryder-Cheshire Foundation Waikato, which provides housing for those with disabilities, and she and her husband John founded Kiwi Steps Preschool in Whakamaru, which provides early childhood education to up to 50 children.

"Health and education are hugely important sectors of our community," she says, "and it's great to be able to play a role in helping Council support initiatives there."

COUNCIL PARTNERING WITH INFRAMAX

We're going to have some new faces maintaining our roads.

The contract for the general maintenance of the district's road network has been won by Inframax Construction and things are well underway with a new premises on Tauhara Road up and running.

The new partnership between Council and the team at Inframax includes a variety of maintenance tasks on pavements, storm water structures and surface water channels as well as roading and signage work.

The term of the contract is for an initial period of just over five and a half years.

» WHAT'S ON?

- Oct 6 Dumpling Demonstrations, Taupō Museum
- Oct 8-12 Holiday Programme – Week Two, Taupō Library and Museum, Turangi Library
- Oct 9-13 Jesus Christ Superstar, Great Lake Centre
- Oct 11 Waste free parenting workshop, Great Lake Centre
- Oct 12 Food lovers masterclass, Great Lake Centre
- Until Nov 11 Suzhou: Faith and Life, Taupō Museum

For more information visit www.GreatLakeTaupo.com



Mayor David Trewavas



Deputy Mayor Rosie Harvey



John Boddy



Barry Hickling



Rosanne Jollands



Tangonui Kingi



Anna Park



Christine Rankin



Maggie Stewart



Kirsty Trueman



John Williamson