



Position Description

Job Title: Community Engagement Advisor - Casual

Purpose of this role

This role is to aim to provide face-to-face advice and to continue educating the public about the Rubbish Standardisation Service that is being rolled out across Auckland in 2024-2025.

The Community Engagement Advisor role will include the following tasks and responsibilities:

- Complete roster 2 weeks in advance.
- Partnering with another advisor to go to events and public areas, as well as streets (if required)
- Engage with the public, advising them on the upcoming changes with the Bin Tags for Waste Refuse Collection service provided by the Auckland Council.
- Provide advice and support to the public around the new Rates-funded Refuse service
- Ability to get to and from your shifts on time, and a full, clean NZ driver's licence
- Debrief with / Report to the Community Engagement Coordinator at the end of the shift on Engagement numbers and key themes.
- Other duties and responsibilities may be assigned as required

All duties shall be carried out to the specifications and standards required within all appropriate laws and regulations, while maintaining a healthy and safe environment.

We are looking for people who have the following:

- Bubbly outgoing personality and happy to start a conversation with members of the public.
- Passion to support the rollout of Auckland's Rates-funded Refuse service by encouraging the public to use the service correctly using our education and engagement strategies
- Work together – working effectively and cooperatively with others, establishing and maintaining good working relationships



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- Focus on customer service – ensuring the public’s perspective is respected
- Flexibility to work on a roster - it will mainly be weekdays (Early evening) and occasional weekend shifts. Times may change with the program
- An understanding of Te Tiriti o Waitangi and its principles and awareness of, respect for and ability to work within tikanga Māori
- To consider the diverse culture of Tāmaki Makaurau and be culturally sensible/sensitive
- Time management - Be punctual. Engaging with the public in your allocated time
- High level of professionalism, organisation and empathy.
- Ability to use initiative on the job personally and with your team
- Fitness for walking and being outside
- Full, clean NZ Driver’s licence.

Digital skills:

- Ability to check and reply to emails in a timely manner
- Proficient use of a smart device
- Happy to use ‘whatsapp’ for team communication.

Language skills

- High level of spoken English
- Ability to communicate effectively with the public and other staff
- Preferred second language

Reasoning ability

- Ability to solve practical problems
- Ability to immediately deal with a variety of public and management requests
- Ability to analyse issues and make recommendations on how to resolve them
- Know when to refer a problem to others for resolution

Health and Safety

- Ensure that the EcoMatters Health & Safety Plan is adhered to at all times