

POSITION DESCRIPTION/SPECIFICATION

1. POSITION IDENTIFICATION

Title	Customer Service Supervisor	Level	4 (LC)
Business Unit	Leisure & Cultural Services	Position Number	01702, 01703, 01704, 01705
Directorate	Corporate Services	Date Established	February 2023
Reporting to	Customer Experience Supervisor	Date Updated	May 2026

2. KEY OBJECTIVES

- Responsible for the supervision of customer service operations.
- Promote all products and services in a positive and creative manner with the aim of maximising the leisure centres' exposure and utilisation to the community.
- Provide a high level of administrative function to support customer service provision.
- Promote a safe work environment.
- Consistently provide a high level of excellent customer service to both internal and external customers of the leisure centre.

3. KEY ACCOUNTABILITIES

- Deliver customer service in line with the City's plans, protocols, procedures and legislation.
- Administrative duties are undertaken efficiently, effectively, within agreed timeframes and with rigor applied in all circumstances.
- Undertake activities in accordance with the Business Unit Plan, Customer Service Plan, Corporate Business Plan and Strategic Community Plan.
- Ensure prompt and accurate capture of corporate information and documentation in accordance with the City's record keeping system and associated policies, protocols and practices.
- Ensure all financial activities are undertaken in accordance with the City's cash handling protocols and practices.
- Ensure customer service is delivered in accordance with the City's Customer Service Charter and relevant protocols and procedures.
- Comply with Work, Health and Safety (WHS) legislation, City protocols, procedures and other WHS related requirements, and actively support the City safety systems.

4. KEY ACTIVITIES

ACTIVITIES

Outcome: Customer Service

- Proactively contribute to ensuring members and customers of Craigie Leisure Centre are provided with a high-quality experience.
- Provide a first point of contact, oversight and support for Customer Service Officers.
- Provide a first point of contact for customer issues and complaint resolution.
- Undertake reception operations in accordance with leisure centre procedures.
- Assist with reception cover as required.
- Monitor, oversee and ensure the Craigie Leisure Centre reception area is appropriately resourced and operating effectively and efficiently with a strong emphasis on proactive customer service.
- Develop and maintain positive relationships with internal and external stakeholders to enhance the Craigie Leisure Centre reputation and brand.
- Respond to customer enquiries, feedback and requests in an efficient and professional manner.
- Maintain confidentiality and privacy of customer / member records.
- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge and experience.

Outcome: Administration

- Provide an efficient and effective administration service to Craigie Leisure Centre (e.g. data entry and data management).
- Oversee accurate daily cash, reconciliation and banking records.
- Monitor and respond to customers effectively and efficiently through social media.
- Oversee completion of shift duties and shift reporting by the customer service team, ensuring a collaborative approach and use of effective communication.
- Assist with finding roster covers, to meet customer demand.
- Provide leadership and on the job training for Customer Service Officers.
- Attend and contribute to the delivery of content for team meetings and training sessions.

Outcome: Customer Service Systems

- Monitor and maintain accurate customer records and tracking notes in the leisure management software.
- Monitor the point of sale, self-service and access control software and hardware operation and follow troubleshooting procedures when required.
- Monitor and inform the Customer Experience Supervisor of customer service or system related issues and feedback.

Outcome: Marketing and Promotion Implementation

- Proactively promote Craigie Leisure Centre and membership services to existing and potential user groups to increase membership of the facility.
- Contribute to the implementation of promotions and retention activities from a customer service perspective.

Outcome: Retail

- Monitor and restock all pro shop items to ensure effective displays at all times.
- Assist the Customer Experience Supervisor to monitor sales, stock quantities and complete orders of items and stock, to achieve financial targets.
- Contribute towards the setup of merchandising displays to best present products for sale to meet income targets.

Outcome: Work Health and Safety

- Adhere to all City procedures to maintain a safe environment for both customers and employees.
- To be proactive in maintaining a safe and hygienic work environment through the effective oversight of customers and employees.
- Report any incidents, unsafe practices, accidents and or injuries.
- Report any maintenance, cleaning or hazards immediately.
- Report any maintenance or cleaning issues immediately.

5. WORK RELATED REQUIREMENTS**Essential Skills, Knowledge, Experience and Qualifications:****Skills:**

- Time management skills, with proven ability to effectively manage tasks to meet desired outcomes.
- Ability to work effectively as part of a team.
- Interpersonal, conflict resolution and negotiation skills to positively manage customer relationships and deliver an exceptional experience.
- Interpersonal and verbal communication skills, with the ability to communicate effectively with colleagues, members and the general public.
- Computer literacy/keyboard skills including the Microsoft suite of programs (Word, Excel, PowerPoint, Outlook, etc) with the ability to operate point of sales systems and databases.

Knowledge:

- Thorough knowledge of customer service principles.
- Point-of-sale software management systems.
- Sound knowledge of administration systems, processes and procedures.

Experience:

- Demonstrated experience in ensuring the delivery of high-quality customer service.
- Experience in the management of phone systems.
- Completing administration duties effectively and efficiently.
- Working with teams and groups to achieve desired outcomes in a customer service environment.

Qualifications/Clearances:

- Certificate IV in Customer Engagement or equivalent or relevant experience.
- Current Provide First Aid Certificate (HLTAID011) or willingness to obtain within the first 3 months of appointment to position.
- Current Provide Cardiopulmonary Resuscitation (HLTAID009) (renewed annually) or willingness to obtain within the first 3 months of appointment to position.
- Current National Police Certificate.
- Current Western Australian 'C' Class Driver's Licence.

6. EXTENT OF AUTHORITY

- Required to set outcomes within defined constraints.
- Freedom to act governed by clear objectives and/or budget constraints.
- Solutions to problems generally found in precedents, guidelines or instructions. Assistance usually available.
- Exercises judgment and initiative in decision making where procedures are not clearly defined.

7. WORKING RELATIONSHIPS

Level of Supervision:

- Works under general direction.

Internal:

- Leisure Centre Employees.
- All other business units.

External:

- Members of the Leisure Centres.
- Casual users of the facilities and the general public.
- Key corporate stakeholders.
- Community and corporate groups.
- Other local governments.

8. POSITION DIMENSIONS

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION	0
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