



POSITION DESCRIPTION/SPECIFICATION

1. POSITION IDENTIFICATION

Title	Customer Service Officer	Level	7 (LC)
Business Unit	Leisure and Cultural Services	Position Number	00627-00629, 00632, 01260-01263, 01527, 01528 (01616 casual)
Directorate	Corporate Services	Date Established	September 2010
Reporting to	Customer Experience Supervisor	Date Updated	March 2024

2. KEY OBJECTIVES

- Provide a high-level of customer service to both internal and external customers of the Craigie Leisure Centre.
- Provide a high-level administrative function to support the service provision of the Craigie Leisure Centre.
- Promote all products and services in a positive and creative manner with an aim of maximising the Craigie Leisure Centre's exposure and utilisation to the community.
- Promote a safe work environment.

3. KEY ACCOUNTABILITIES

- Administrative support is undertaken efficiently, effectively, within agreed timeframes and with rigor applied in all circumstances.
- Customer service is delivered in accordance with the City's Customer Service Charter and relevant protocols and procedures.
- Ensure prompt 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.
- Undertake activities in accordance with the Business Unit Plan, Corporate Business Plan and Strategic Community Plan.
- Comply with WHS legislation, City protocols, procedures and other WHS related requirements, and actively support the City safety systems.

4. KEY ACTIVITIES

ACTIVITIES

Outcome: Customer Service

- Respond to customer enquiries, feedback and requests in an efficient and professional manner.
- Assist and inform the Customer Experience Supervisor of customer service-related issues and feedback.
- Assist and provide on-the-job training to casual Centre Service Officers (e.g. training new employees, process changes, program and services changes).
- Provide a first point of contact, oversight and support for casual Centre Service Officers.
- Ensure that the reception area is staffed at all times.
- Undertake reception operations in accordance with Craigie Leisure Centre procedures.
- Provide relief and assistance for reception when required.
- Maintain confidentiality and privacy of customer records at all times.

Outcome: Administration

- Provide an efficient and effective administration service to the Craigie Leisure Centre (e.g. data entry, system audits, data cleansing).
- Maintain accurate daily cash, receipting, reconciliation and banking records.
- Maintain and ensure all data entry computing records are completed accurately and in a timely manner.
- Complete daily opening and closing procedures.
- Complete shift reporting documentation (e.g. number of facility visitors, customer complaints, etc) for the previous day.
- Monitor and restock marketing material, literature and Pro shop items to always ensure effective displays.
- Attend and contribute to team meetings and trainings sessions.
- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge and experience.

Outcome: Programs and Services

- Identify and assist with new membership enquires, such as but not limited to membership tours, price presentations, and membership conversions.
- Proactively promote programs, services, promotions, health club and memberships to existing and potential user groups to increase usage and membership of the facility.
- Maintain up to date knowledge of all programs and services offered to the community by the Craigie Leisure Centre.

Outcome: Work Health and Safety

- Adhere to all City procedures to maintain a safe environment for both customers and employees.
- Be proactive in maintaining a safe and hygienic work environment through the effective supervision of customers.
- Report any incidents, unsafe practices, accidents and or injuries.
- Identify hazards, assess and control risks in accordance with established safety and health standards, policies and procedures.
- Report any maintenance or cleaning issues immediately.

5. **WORK RELATED REQUIREMENTS**

Essential Skills, Knowledge, Experience and Qualifications:

Skills:

- Developed interpersonal and verbal communication skills.
- Developed cash handling, numeracy and literacy skills.
- Demonstrated ability to use the Microsoft Office.
- Ability to contribute to and work as part of a team.
- Ability to operate point of sale systems and databases.

Knowledge:

- Knowledge and understanding of reception and administration duties.
- Knowledge of cash handling and banking procedures.

Experience:

- Dealing with both internal and external customers and the public.
- Providing reception and general office administration duties.
- Promoting products and services in a positive manner to increase utilisation.

Qualifications / Clearances:

- Current Provide First Aid Certificate (HLTAID011) or willingness to obtain within the first 3 months of appointment to position.
- May require current Provide Cardiopulmonary Resuscitation (HLTAID009) (renewed annually) or willingness to obtain within the first 3 months of appointment to position.
- Satisfactory National Police Certificate (NPC) no older than 3 months or appointment subject to ability to obtain satisfactory NPC.

6. **EXTENT OF AUTHORITY**

- Follows standards/procedures.
- Freedom to act within established guidelines.
- Problems can usually be solved by reference to procedures, documented methods and instructions. Assistance is available when problems occur.
- Scope to exercise initiative in applying work practices and procedures.

7. **WORKING RELATIONSHIPS**

Level of Supervision:

- Works under regular supervision.

Internal:

- Craigie Leisure Centre employees.

External:

- Local community, ratepayers and public.
- External service providers.

8. **POSITION DIMENSIONS**

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION	0
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