

POSITION DESCRIPTION

1. POSITION DETAILS

Position Title:	Customer Service Officer – Permanent Part Time X 4 positions (minimum 18 hours per week) Rotating seven day roster
Team:	Enfield Aquatic Centre
Unit:	Community, Library & Aquatic Services
Division:	CORPORATE, GOVERNANCE AND COMMUNITY
Reports to:	Customer Service Team Leader
Direct reports:	Nil
Grade:	3

2. POSITION PURPOSE

Work as a team member to provide high quality customer service, facility information and assist with Program enrolments/enquiries at the Enfield Aquatic Centre (EAC) for customers, user groups, program participants and the general community. Provide administration support to the Team Leaders and Centre Coordinator

3. ESSENTIAL CRITERIA

- Demonstrated experience in providing quality customer service, including interacting with a diverse community.
- Proven cash handling skills.
- Highly developed communications skills, written and verbal.
- Demonstrated skills in word processing, use of databases and other office-related software.
- Well-developed organisational skills, including the ability to manage a complex workload.
- Senior First Aid Certificate and Resuscitation Certificate.
- Current Working with Children Check.
- Demonstrated commitment to EEO, WH&S and Cultural Diversity principles.

Desirable

- Demonstrated knowledge of facility booking systems, corporate invoicing and purchasing systems.
- Experience working in an aquatic centre environment.

April 2021

- Current RLSSA Pool Lifeguard Certificate
- Ability to speak a second language, particularly a community language commonly spoken in the Burwood area – Mandarin, Cantonese, Korean, Arabic, Italian and Greek.

4. MAJOR ROLE AND CHALLENGES OF THE POSITION

The major role and challenges of the position of Customer Service Officer EAC are to:

- Ensure the delivery of high quality customer service at all times
- Deal appropriately with customer concerns and complaints, including escalating more complex issues to the appropriate officer.
- Ensure accuracy at all times in relation to cash handling, particularly during peak periods of the operation of the Centre.
- Balance the roles of customer service and administration support.
- Understand and deal effectively in a timely manner with the range of responsibilities associated with the position.
- Support and promote programs and all EAC's services including booking and enrolments
- Work as a team player in conjunction with the Coordinator, Team Leaders and staff across all departments of the Centre.

5. WH&S RESPONSIBILITIES

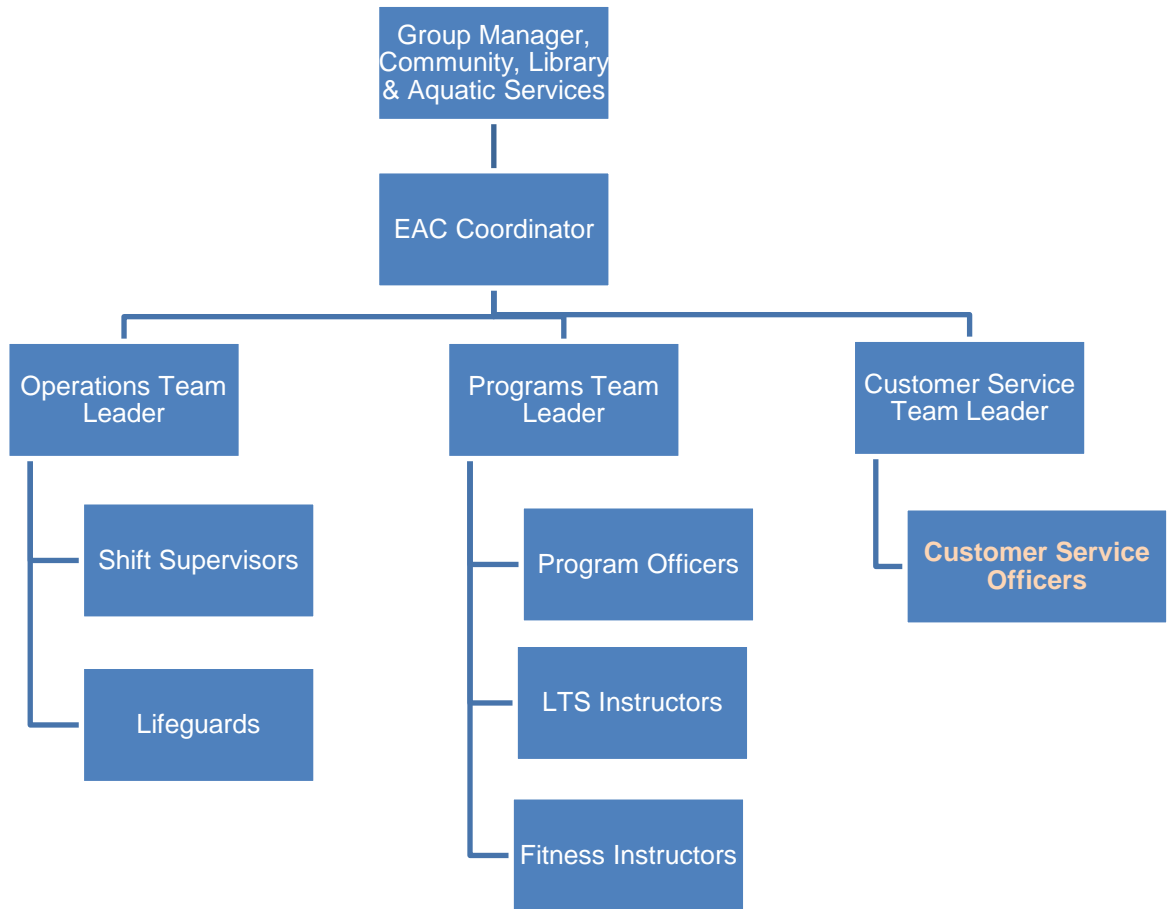
All employees and contractors will actively ensure safe practices are followed and take reasonable care in the performance of their work to prevent work related injuries to themselves and others. In particular, they shall:

- Maintain safe work conditions and use safe work practices at all times;
- Report all defective equipment, possible hazards and unsafe work practices immediately to their Supervisor, Team Leader or WH&S Representative;
- Assist in the implementation of Council's WH&S program;
- Comply and cooperate with all safety directions, instructions and training;
- Attend all training courses related to their position; and
- Wear the correct PPE at all times

6. KEY ACCOUNTABILITIES

- Accurate receipt of entry monies and funds for sale of goods and services.
- Balancing cash against receipts and record systems.
- Maintain Point of Sale (POS) Systems.
- Carry out daily opening and closing procedures and system/equipment checks.
- Provide appropriate responses to all enquiries to a professional standard.
- Assist customers with program enrolments and facility information.
- Maintain an up-to-date understanding of all EAC services and programs.
- Assist with administration tasks, including monitoring and recording facility bookings, invoicing, reconciling customer and hirer accounts, preparation of purchase orders and purchasing administration.
- Assist with improving Centre procedures.
- Ensure all cleaning and maintenance is carried out to specified quality standards.
- In conjunction with the EAC Coordinator and Team Leaders, develop, document and apply work procedures and instructions to ensure maximum efficiency and customer service.
- Use Council's authorised recordkeeping system (Content Manager) to create and receive documents including emails, in accordance with Council's Records Management Plan.

7. ORGANISATIONAL RELATIONSHIPS



APPROVAL OF POSITION DESCRIPTION

- This position description has been reviewed and accurately describes the job.
- Job qualifications are relevant to the position.
- If changes are required to be made to your position description, please contact People and Culture for advice on alterations.

General Manager:

Date:

Position Holder:

Date: