



Job Demands Analysis - Customer Service Officer

Customer Service Officer – Permanent Part Time

Placement/Job Title:	Customer Service Officer Permanent Part Time
Division/Unit	Library, Community Services & Enfield Aquatic Services
Date of Assessment	20 April 2021
Standard Hours	Rostered – Monday to Sunday
Variable Hours	<input type="checkbox"/> Overtime <input type="checkbox"/> On Call <input type="checkbox"/> Call Outs
Break/Rest Periods	30-minute to 1-hour rostered lunch break
Work Environment	
<ul style="list-style-type: none"> • Enfield Aquatic Centre 	
Role Description	
<ul style="list-style-type: none"> • Work as a team member to provide high quality customer services and facilities information at the Enfield Aquatic Centre (EAC) to customers, user groups, program participants and the general community. • Provide administration support to the Team Leaders and Centre Coordinator • Demonstrate experience in providing quality customer services, including interacting with diverse community. • Proven cash handling skills • Highly developed communications skills, written and verbal • 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 	
Summary of All Physical Requirements of the Job	
<ul style="list-style-type: none"> • Frequent Sitting • Constant standing (when at front counter). • Constant bending of the spine/hip. • Constant gripping and grabbing. • Constant fine motor. • Constant reaching forward. • Frequent lifting of light objects (up to 2kg). • Eyesight must be appropriate for computer use and writing, however 20:20 vision is not required, and the wearing of glasses is appropriate. • Good hearing is required due to the amount of telephone use. 	

Inherent Physical Requirements of the Job

- Ability to maintain static postures for periods of time.
- Fine motor coordination for typing.

Cognitive Requirements/Skills

- 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 period 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.
- Work as a team player with the Coordinator, Team leaders and other staff of the centre.
- 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.

Other Skills Required

- Demonstrated knowledge of facility booking systems, corporate invoicing and purchasing systems
- Experience working in a aquatic centre environment
- 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.
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Psychosocial	
Supervision	Supervision is limited, however other staff are available for support or information if required. Each staff member should be autonomous and be able to manage their own calls and assist in service quality for the team, however support is available if required
Pacing and workflow	Pacing is variant on the level of activity within the workspace at that time – it can be quiet if few customers are making contact or very busy.
Work organisation	Work organisation is required to be able to manage incoming calls within quality guidelines.
Accuracy/attention to detail	Attention to detail, accuracy and alertness is required, as the right information and details needs to be provided in an effective and time-appropriate manner.
Other	High level of communication skills and dispute resolution skills are required.

Manual Handling			
	Weight	Frequency	Comments
Lifting	2kg	Frequently	Lifting of cleaning products
Carrying	2kg	Frequently	Carrying of cleaning products

Tools Used		
Tool	Weight	Comments
No tools are required		

Balance		
	Exposure To	Comments
Level ground	Yes	When walking in the office and around the EAC
Uneven ground	No	N/A
Unprotected heights or high levels	No	N/A

Environmental Conditions	
	Comments
Temperature	The offices are climate controlled.
Lighting	The offices have electrical lighting.
Dangerous substances	No access to dangerous substances required.
Flooring	Flooring is level
Vehicle	No vehicle is required.
Access	Access to either area is via standard entrance to the building
Sun/ weather exposure	Sun or weather exposure is required when cleaning and maintaining the EAC
Safety implications	Safety implications include risk of upper back and arm injuries due to the amount of typing and paperwork required.

Environmental Conditions Other		
	Exposure To	Comments
Inside work	Yes	In the offices.
Outside work	No	When cleaning and maintaining the EAC
Night work	No	No night work is required.
Extreme heat	No	Occasionally.
Extreme cold	No	No work in extreme cold is required.
Humid or wet	No	Occasionally
Noise	Limited	Noise can vary from low to moderate noise levels, depending on how busy the office is.
Vibration	No	No work with vibration is required.
Mechanical hazards	No	No mechanical hazards are present.
Electrical hazards	Yes	Some electrical equipment is present in the office; however, it is regularly checked for safety.
Risk of burns	No	No risk of burns is present.
Radiant energy	No	No radiant energy is present.
Poor ventilation	No	Ventilation is managed within the building.
Moving objects	Limited	Chairs and people in the office may move.
Sharp tools	No	No work with sharp tools is required.
Cluttered or slippery floors	Yes	Desks may be cluttered and slippery floors around the Pools

Environmental Conditions Other		
	Exposure To	Comments
Elevated surfaces	No	No work on elevated surfaces is required.
Lighting	Yes	Lighting is electrical.
Exposure to fumes/ odours/dusts/mists/ gases/chemicals	No	No exposure to fumes/odours/dusts/mists/gases/ chemicals is present.
Exposure to biological hazards	No	No exposure to biomechanical hazards is present.

Sensory/Communication		
	Required	Comments
Vision	Yes	High levels of visual perception are required to operate a computer and manage paperwork.
Hearing	Yes	Hearing must be sufficient to work constantly on a telephone.
Speech	Yes	Speaking on a phone and in person is constant.
Reading	Yes	High level reading skills are required.
Writing	Yes	High level writing and typing skills are required.
Numerical ability	Yes	Moderate level numeracy is required.

List of Job Tasks	
Front Desk	100%
Note: Staff will generally perform only in one area or may rotate between tasks as required.	