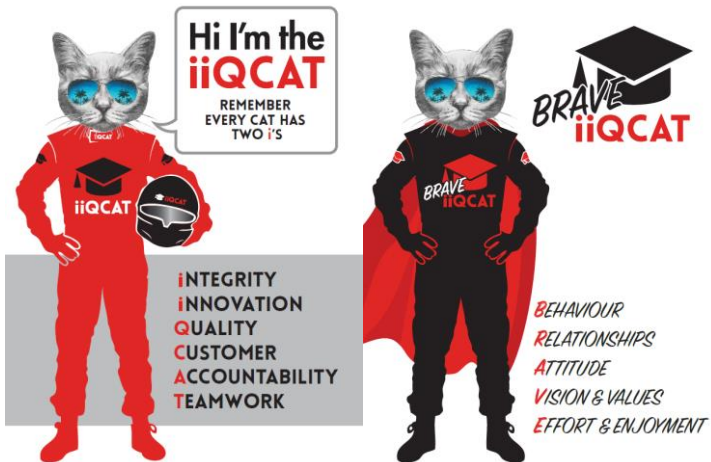


Position:	Customer & Community Operations Coordinator
Division:	Venue Operations
Department:	Operations
Reporting to	Customer & Community Operations Manager
Employment Type	Long term contract

Key Relationships	<p>Internal</p> <p>General Manager – Operations Division Manager – Operations & Risk Senior Manager – Operations & Customer Customer & Community Operations Manager Venue Manager Senior Manager – Risk & Resilience Operations and Event Workforce Coordinators Corporate Services Coordinator Venue Operations Officers Venue Operations Precinct Supervisors AGPC Infrastructure Department AGPC Catering Department AGPC Motorsport Department AGPC Ticketing Department iEDM Event Operations Centre</p> <p>External</p> <p>SPARK Event Group Third party contractors and suppliers Traffic and Transport Personnel as required</p>
--------------------------	---

Values	<p>Knowledge of and consistent demonstration of the Corporation's IIQCAT values: Integrity, Innovation, Quality, Customer, Accountability, Teamwork.</p> 
---------------	---

Corporation Objectives	To promote Melbourne and Victoria via the staging of two international sporting events - the Formula 1 Australian Grand Prix at Albert Park and the Australian MotoGP at Phillip Island.
Governed by	The Corporation is governed by the Australian Grands Prix Act 1994 (Vic).
Standards of behaviour	The Code of Conduct for Victorian Public Sector Employees governs the behaviour of all Corporation employees.
Human Rights	The Charter of Human Rights and Responsibilities Act 2006 is a Victorian law that sets out the basic rights, freedoms and responsibilities of all people in Victoria. The Charter requires the Corporation to act compatibly with human rights, and to consider human rights when developing policies, making laws, delivering services and making decisions.

Role Objectives	<p>A broad ranging Venue Operations role consisting of, customer experience, community relations and general operations to help ensure maximum satisfaction, quality and delivery for all customers and stakeholders across the venue.</p> <p>Operationally, this role will be assisting in the venue design of both the Formula 1 Australian Gran Prix and the Australian Motorcycle Grand Prix. Liaising and communicating with departments across the business methodically throughout the planning phase. Further to Venue Design, this role will oversee Accessibility operations, through contractors and stakeholders to create a more accessible event.</p> <p>The customer focus within this role is designed to complement existing functions across Hospitality, grandstand and GA patrons when troubleshooting needs to be applied and a physical presence is required at certain situations, or where the existing subject matter expert cannot be in two places at once.</p> <p>The role has a wide-ranging remit across all functions, and it is this depth and breadth of exposure that gives it rare access to all services and related AGPC customer service protocols.</p> <p>A further focus and key responsibility is to support and assist the customer service staff and booths to ensure they are briefed and well-equipped to deal with all types of customer service queries around the circuit. In most cases these customer experience staff will be AGPC first customer touch point which needs to compliment AGPC sense-of-arrival.</p>
------------------------	---

	<p>The community relations part of this role is required to assist in the stakeholder management of City of Port Phillip (Formula 1) and Bass Coast Shire Council (Motorcycle Grand Prix). This will include the provision of community information to residents over the phone, in person, email and via active oversight of the community information page on the website.</p> <p>The role covers answering, tracking and reporting on all correspondence received via the Customer Hotline as well as the various online methods of providing feedback.</p>
<p>Core Responsibilities</p>	<p><u>Operational Support (pre-event):</u></p> <ul style="list-style-type: none"> • Provide coordination support to the venue design operations committee. • Development of operational plans. • Assist in the management of delivery of Disability and Inclusion Action Plan (DIAP) including; <ul style="list-style-type: none"> ◦ Access inclusion consultant ◦ Sensory Pit lane Walks ◦ Bindi Maps ◦ Auslan interpreters ◦ Accessible shuttle service • Assist in collating and compiling documents and information for the following job areas: <ul style="list-style-type: none"> ◦ Customer Service Booth folders ◦ Traffic & Transport documentation ◦ Other administrative support as required <p><u>GP Command Assistance (at event):</u></p> <ul style="list-style-type: none"> • Take calls in the Event Operations Centre if required. • Assist in the resolution of issues reported to GP Command. • Assist in the compilation of GP documentation <p><u>Customer Information – Pre-event</u></p> <ul style="list-style-type: none"> • Assist in the planning and briefing of all patron services staff, hospitality hosts and customer service staff. • Assist in the training and briefing of patron services, hospitality hosts and customer service staff. • Draft, update, collate and compile documents to be used as reference guides within the Customer Information Booths. • Create relevant spruiker notes and duty statements for event staff to be used at each event • Manage the Feedback email account and respond to all pre-event queries and logging them into the E4M system for collation and data capturing. • Maintain website with up to date information to keep customers informed

Customer Experience – During and post-event

- Attend to and resolve customer experience issues as they arise around the venue.
- Assist in answering the Customer Hotline:
 - Ensure the hotline number is included in all relevant publications and signage;
 - Answer and action all text messages from patrons during the event;
 - Ensure all customer queries that are allocated to other departments are followed up;
 - Collate customer feedback and outcomes for monitoring purposes.
- Keep the Customer Information Booth staff informed of changes to the track schedule, entertainment schedule, etc throughout the event.
- Work with the Digital Team to log and address any operational or customer experience related complaints on social media.
- Assisting in coordinating the lost and found process during the event.
- Post-event, respond to the remaining Feedback emails and ensure they are all logged in the Customer Portal.
- Assistant in the compilation of the Customer Feedback Report.
- Oversee on the ground operations of all accessibility projects managed in the lead up to each event.

Promote Frontline Customer Service Standards

- Provide quality frontline customer service representing AGPC in a positive and professional manner.
- Deal courteously and efficiently with all enquiries including using appropriate escalations.
- Provide the highest level of customer service possible
- Exercise extremely high vigilance – If you “see something, say something”
- Deal with as many issues as possible without needing to escalate and resolve customer issues in the first touchpoint
- Ensure customer staff remain motivated and monitor the health and safety of all members of the customer service team.

Community Relations

- Managing Key stakeholders and local residents.

- Assist in resident queries over the phone, as well as managing the community relations inbox.
- Keep the Community Information webpage up to date with relevant information.
- Creating the Community Information guide

Governance

Adhere to Corporation policies, procedures, and directives regarding standards of workplace behaviour in completing job duties and assignments.

Conducting every aspect of work in a trustworthy, reliable and transparent manner, and maintaining the highest ethical standards.

Customer Service

Putting internal and external customers first, building strong relationships and ensuring that the approach is responsive to the needs of the internal/external customer.

Encouraging openness and trust by sharing information widely, listening, welcoming constructive challenge and encouraging free dialogue.

Continuous Improvement

Taking initiative to improve operations/services/products and systems so that they are consistent with the Corporation's strategic direction and values; incorporating innovation and experimentation into daily work.

Health and Safety

To assist the Corporation in meeting its health and safety obligations you will be required to:

- Actively participate in the reporting of hazards, incidents and near misses.
- Take corrective action to address or mitigate any risks or hazardous situations throughout the course of your work.
- Take reasonable care for your own health and safety, and for the health and safety of others.
- Adhere to the Corporation's various policies, procedures, work practices and standard operating procedures.
- Perform your role in accordance with any specific responsibilities as outlined in the Corporation's safety management system.

	<p>To enable the Corporation to meet its obligations for providing a healthy and safe working environment for you, you must inform your manager of any issues which may impact your ability to safely perform your role.</p> <p><u>Environmental Considerations</u></p> <p>Cooperate with the Corporation regarding caring for the environment, by acting in a sustainable way and minimising environmental impact by adhering to the Corporation's policies, procedures and work practices.</p>
Qualifications and Experience	<ul style="list-style-type: none"> • Experience in customer service • Experience in trouble shooting and issue resolution • Experience in event management • Administration support • Experience in a similar Event Operations Centre environment is desirable
Relevant Traits and Characteristics	<p>Customer Service</p> <ul style="list-style-type: none"> • Demonstrated achievement in and enthusiasm for the provision of quality customer service • Immediately respond to customer needs or concerns to ensure the quality of service meets agreed standards <p>Teamwork, Adaptability and Resilience</p> <ul style="list-style-type: none"> • Demonstrated commitment to teamwork and the maintenance of a supportive work environment • Ability to work effectively as part of a team in a fast-changing environment • Keeping calm by demonstrating a capacity to positively deal with unanticipated problems and changing circumstances <p>Interpersonal, Verbal and Written Communication</p> <ul style="list-style-type: none"> • Well-developed written communication ability • Strong interpersonal and communication skills • An ability to liaise, negotiate and constructively provide and accept feedback from staff at all levels <p>Organisation and Planning</p> <ul style="list-style-type: none"> • Organisational and planning skills in managing a personal workload in a busy environment with conflicting demands • Ability to meet deadlines

	<p>Technology</p> <ul style="list-style-type: none">• Experience in the use of Microsoft desktop products such as Word, Excel, Outlook and PowerPoint• Experience in information management systems, including internet and on-line environments <p>Continuous Learning and Professional Development</p> <ul style="list-style-type: none">• Demonstrated commitment to continual professional and personal development
--	--