

## POSITION DESCRIPTION



**Position Title:** Customer Services Team Leader  
**Department:** Community Life  
**Division:** Community Development  
**Grade:** 7  
**Approved Status:** Permanent Full Time – 38 hours/week  
**Last Reviewed:** June 2017  
**Reviewed By:** Five Dock Leisure Centre Manager

### 1. Objectives of Position

- 1.1. To provide excellent customer service
- 1.2. To provide effective management and leadership of the customer service team
- 1.3. To ensure the effective presentation of point of sale material, and ensuring the public face of the centre is well presented and aesthetically pleasing, consistent with the Centre's brand

### 2. Key Accountabilities

#### 2.1. Technical/Operational

- 2.1.1. Manage the administration of the Centre's direct debit service in conjunction with the Operations and Business Improvement Coordinator.
- 2.1.2. Maintain statistics and generate reports as required by the Operations and Business Improvement Coordinator.
- 2.1.3. Ensure a high level of customer service is provided within the Centre.
- 2.1.4. Identify and eliminate inefficiencies and duplication within the business unit and cross business unit processes.
- 2.1.5. Ensure that all Centre policies and procedures are followed by the Customer Service team.
- 2.1.6. Manage FDLC's phone calls, counter and administration operations with a focus on achieving excellent service, the highest level of courtesy and professionalism and within budgetary constraints.
- 2.1.7. Help engender a strong sense of commitment to customer satisfaction throughout FDLC's operations.
- 2.1.8. Ensure that staff, visitors and members of the Centre are treated with dignity and respect at all times
- 2.1.9. Ensure all equipment and facilities are maintained in a safe and operational condition. If they are not, arrange repair immediately, through the Operations and Business Improvement Coordinator.
- 2.1.10. Ensure the Department is clean and tidy at all times and develop an effective cleaning roster for staff to follow. Ensure the foyer area is clean & tidy, well presented and promotional material is current to ensure a positive first impression for patrons.
- 2.1.11. Develop and improve procedures to enable continuous improvement.
- 2.1.12. Maintain all databases of current FDLC users and ensure all personal training sessions are current and financial.

## 2.2. Financial

- 2.2.1. Achieve and exceed the financial targets in accordance with the annual budget or targets outlined by the Operations and Business Improvement Coordinator.
- 2.2.2. Provide support to the Operations and Business Improvement Coordinator in the development of new business initiatives.
- 2.2.3. Maintain control over cash at all times, report on variances to the Centre Manager and take action as required.

## 2.3. Management & Leadership

- 2.3.1. Conduct regular Department meetings. Record minutes from meetings and take appropriate action from minutes within an accepted time frame.
- 2.3.2. Manage staff development and training through various means including development sessions and providing information on appropriate external training.
- 2.3.3. Provide mentoring to all customer service staff.
- 2.3.4. Lead and work within a positive team environment.

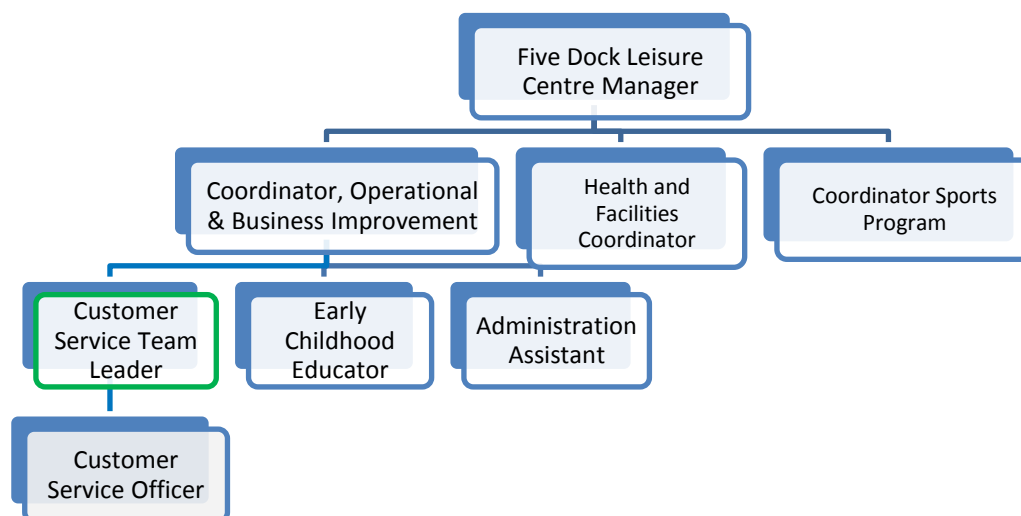
## 2.4. Communication, Consultation & Engagement

- 2.4.1. Ensure that all information provided in the Department to staff and members is current and available.
- 2.4.2. Ensure all staff have a full understanding and awareness of risk identification and rectification within the Department in accordance with the Centre WHS Policy.
- 2.4.3. Negotiate with patrons of the Centre whom have failed payments, or have fees due with the Centre and achieve a successful outcome.
- 2.4.4. Foster a positive and healthy work place culture in line with the values of the Five Dock Leisure Centre.

## 2.5. General

- 2.5.1. To comply with the operational responsibilities unique to the position as outlined in the attached schedule.
- 2.5.2. Work on the customer service desk and administration hours as requested by the Operations and Business Improvement Coordinator.
- 2.5.3. Ensure all patrons abide by the Centre's Users Code of Conduct.

## 3. Position/Department Structure



### Essential Knowledge, Skills and Experience (Essential Criteria)

- 3.1. Tertiary qualifications in management, business administration, customer service management or a related discipline
- 3.2. Previous management and team leadership experience including the ability to motivate staff and implement change
- 3.3. Demonstrated capability and relevant experience in managing a customer service function
- 3.4. Current First Aid Certificate
- 3.5. Outstanding interpersonal and customer service skills
- 3.6. Highly developed verbal and written communication skills
- 3.7. Working With Children Check

### 4. Agreement

We the undersigned agree that the position description and competencies contained herein are accepted as appropriate for the performance of this position.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
Appointed employee

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
Supervisor / Manager

Signed: \_\_\_\_\_ Date: \_\_\_\_\_  
Director / General Manager

## SCHEDULE OF OPERATIONAL RESPONSIBILITIES

### 1. Work, Health & Safety Responsibilities

#### 1.1. Worker

A worker's responsibilities include, but are not limited to:

- 1.1.1. Taking reasonable care for his/her own health and safety.
- 1.1.2. Taking reasonable care that his or her acts or omissions do not adversely affect the health and safety of others.
- 1.1.3. Compliance, so far as the worker is reasonably able with any reasonable instructions that are given by Council or a Person Conducting a Business or Undertaking (PCBUs) for City of Canada Bay where applicable.
- 1.1.4. Cooperating with any reasonable policy or procedure of the City of Canada Bay or PCBUs working at or for City of Canada Bay or where applicable at the workplace that has been notified to workers.
- 1.1.5. Reporting all incidents, hazards and near misses to their direct supervisor.
- 1.1.6. Actively participating in injury management and rehabilitation programs.
- 1.1.7. Using Personal Protective Equipment (PPE) where required and in accordance with the manufacturer's instructions.
- 1.1.8. Maintaining all tickets, licences, operative training etc, required for the job either by legislation or through Council's or a PCBU's policies and procedures and advise Team Leaders of any change to these.
- 1.1.9. Attending all specified training and induction courses.
- 1.1.10. Contributing to workplace practice and procedure reviews.
- 1.1.11. Advising Team Leaders/Coordinators of any WHS issue that they believe should be addressed in the workplace.
- 1.1.12. Ensuring all hazards identified are reported to their immediate supervisor and appropriate forms completed.
- 1.1.13. Participating in workplace inspections.
- 1.1.14. Ensuring appropriate supervisory staff are advised of any person who is not engaging or complying with safe work practices or Council policies and procedures.

#### 1.2. Supervisor

In addition to the responsibilities of a worker, this position is also responsible, as a supervisor, for:

- 1.2.1. Providing advice to the Manager on WHS issues.
- 1.2.2. Undertaking investigations of all incidents and hazards.
- 1.2.3. Consulting with workers and other stakeholders to ensure the Injury Management Program and Rehabilitation Program operate effectively.
- 1.2.4. Including safety training and equipment in budgets.
- 1.2.5. Ensuring staff you are responsible for hold and maintain all tickets, licences, operative training etc required for their job by legislation or through the organisation's policy/procedures, and ensure a record of certification is maintained.
- 1.2.6. Ensuring all workers have attended relevant induction and essential safety courses.
- 1.2.7. Monitoring the use of Personal Protective Equipment (PPE) in accordance with the City of Canada Bay's policies.
- 1.2.8. Undertaking workplace inspections in accordance with the City of Canada Bay's policies and corrective action taken if required.
- 1.2.9. Ensuring purchases comply with the City of Canada Bay's requisition procedures and purchasing policy.
- 1.2.10. Maintaining awareness of legislation which regulates activities you are responsible for.

- 1.2.11. Advising managers of any person who is not engaging or complying with safe work practices or the organisation's policies and procedures.
- 1.2.12. Ensuring hazards identified are investigated, assessed and remedial actions adopted to eliminate or control risks.
- 1.2.13. Ensuring all measures (including procedures and equipment) that are adopted to eliminate or control risks to health and safety are properly used and maintained.
- 1.2.14. Ensuring workers are supervised by a competent person.
- 1.2.15. Ensuring amenities are maintained in a safe and healthy condition at all times.

## **2. Equal Employment Opportunity Responsibilities**

Comply with Equal Employment Opportunity (EEO) legislation as well as Council's EEO policies & procedures.

## **3. Sustainability Responsibilities**

Contribute to Council's environmental sustainability objectives and targets through active participation and compliance with Council's policies & procedures.

## **4. Record Keeping Responsibilities**

Comply with Council's Records Management Policy and the State Records Act 1998.

## **5. Designated Person Classification**

This position is not classified as a "designated position" under section 449 of the Local Government Act 1993 and is therefore not required to complete a 'Disclosures by Councillors and Designated Persons Return'.

## **6. Code of Conduct Obligations**

Comply with the requirements of Council's Code of Conduct.

## **7. Delegations**

Delegations for the position are listed in the Register of Delegations for Community Development and are to be exercised in accordance with the requirements of the register and the "Delegations Practice Guide".

## **8. Organisation Values**

### **8.1. Creativity**

All staff are encouraged to explore opportunities and new ideas.

### **8.2. Fun**

We choose to create a great place to work.

### **8.3. Leadership**

We inspire and enable staff to bring out the best in themselves and each other.

### **8.4. Teamwork**

We treat each other the way we would like to be treated.

### **8.5. Respect**

We work together collaboratively, and in support of each other.

**9. Acknowledgement**

I have read and understood, and agree to comply with, the Operational Responsibilities as outlined above:

Initialled: \_\_\_\_\_ Date: \_\_\_\_\_  
Appointed employee

Initialled: \_\_\_\_\_ Date: \_\_\_\_\_  
Supervisor / Manager