

POSITION DESCRIPTION

Position Title: Customer Service Officer
Section: Five Dock Leisure Centre
Department: City Services and Assets – Parks & Recreation
Grade: Grade 2
Approved Status:
Last Reviewed: February 2015
Reviewed By: Centre Manager

1. Objectives of Position

- 1.1. To act as the face of the Centre, meeting and greeting all customers of Five Dock Leisure Centre
- 1.2. To provide excellent customer service
- 1.3. To effectively support the three core business units of the Five Dock Leisure Centre being gymnastics, stadium and health club, and to promote and grow their patronage
- 1.4. Support the Membership Advisor in the implementation of the Five Dock Leisure Centre Sales Process.

2. Key Accountabilities

2.1. Technical / Operational

- 2.1.1. To receive and assist all patrons of the Centre and answer incoming calls in an appropriate manner
- 2.1.2. Make casual court hire bookings for Stadium
- 2.1.3. Tour and inform customers of Centre activities
- 2.1.4. Be familiar with, and know the location of, relevant work instructions, policies and procedures.
- 2.1.5. Assist with administrative tasks as required
- 2.1.6. Set up Stadium equipment as required or directed
- 2.1.7. Ensure reception and foyer area and all equipment is maintained in a clean, safe and presentable manner
- 2.1.8. Complete daily cleaning as identified in the daily cleaning schedule or as required
- 2.1.9. Follow correct opening and closing procedures
- 2.1.10. Assist all Centre staff with cleaning and operational requirements as determined by Management
- 2.1.11. Ensure all Front Desk equipment is clean and well maintained
- 2.1.12. Be accountable for correct till operation, and abide by the Centre's cash handling policy at all times

2.2. Financial

- 2.2.1. Make suggestions on possible and practical means of increasing income in activity areas
- 2.2.2. Actively promote the Centre and its activities through distribution of information directly to patrons

2.3. Management & Leadership

- 2.3.1. n/a

2.4. Communication, Consultation & Engagement

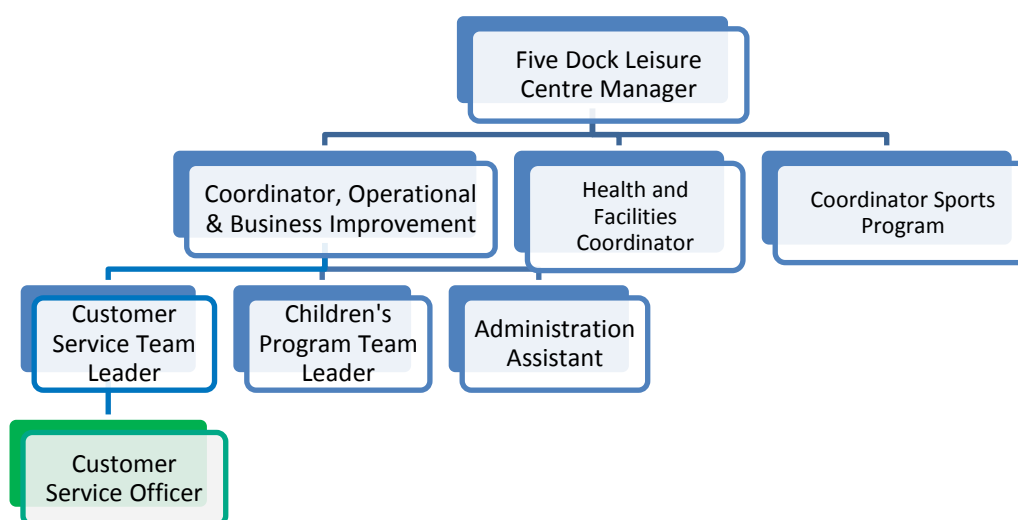
- 2.4.1. Market and promote the FDLC's Health Club and membership in line with sales process
- 2.4.2. Be aware of and inform customers of facilities and services for all members of the community

- 2.4.3. Act as a member of the Centre team by advising and reporting all operational issues as required or appropriate

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. To attend and actively contribute to staff meetings
- 2.5.3. Attend and actively participate in Customer Service workshops and other training programs as required
- 2.5.4. Comply with all relevant laws, codes of practice and legislation.
- 2.5.5. Be aware of cleanliness and presentation of total facility

3. Position / Department Structure



4. Essential Knowledge, Skills and Experience (Essential Criteria)

- 4.1. Demonstrated experience in a customer service environment
- 4.2. Demonstrated experience in accurate cash handling
- 4.3. Experience working in a team environment
- 4.4. Excellent inter-personal and communication skills
- 4.5. Demonstrated ability to promote the service to members
- 4.6. Outstanding customer service skills
- 4.7. Current Working With Children Check

5. Desirable Knowledge, Skills and Experience (Desirable Criteria)

- 5.1. n/a

6. 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.

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 the requirements of Council's Code of Conduct.

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.

7. Acknowledgement

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

Initialled: _____
Appointed employee

Date: _____

Initialled: _____
Supervisor / Manager

Date: _____