

## Customer Service Officer

<b>Department</b>	City Services & Assets
<b>Division</b>	Parks & Recreation
<b>Location</b>	Concord Oval Recreation Centre & Five Dock Leisure Centre
<b>Classification/Grade/Band</b>	2
<b>Position Code</b>	TBC
<b>Date position description approved</b>	August 2022

### Council overview

The City of Canada Bay is an active and vibrant city that captures the energy, diversity, pride and potential of its community.

### Primary purpose of the position

- 1.1. To act as the face of the centre, meeting and greeting all customers of Concord Oval Recreation Centre & Five Dock Leisure Centre
- 1.2. To provide excellent customer service
- 1.3. To effectively support the four core business units of Concord Oval Recreation Centre & Five Dock Leisure Centre being gymnastics, stadium, children's programs and health club, and to promote and grow their patronage
- 1.4. Assist & support the Customer Service & Sales Team Leader in the implementation of the Concord Oval Recreation Centre & Five Dock Leisure Centre sales process.

### Key accountabilities

Within the area of responsibility, this role:

#### 2. Technical/Operational

- 2.1.1. To receive and assist all patrons of the centre, responding to email enquiries and answer incoming calls in an appropriate manner
- 2.1.2. Make court hire bookings for Stadium
- 2.1.3. Complete the membership agreement process for health club memberships and gymnastics enrolments
- 2.1.4. Tour and inform customers of centre activities
- 2.1.5. Be familiar with, and know the location of, relevant work instructions, policies and procedures.
- 2.1.6. Assist with administrative tasks as required

- 2.1.7. Set up Stadium equipment as required or directed
- 2.1.8. Ensure reception, foyer area or any common areas that all equipment is maintained in a clean, safe and presentable manner
- 2.1.9. Complete daily cleaning as identified in the daily cleaning schedule or as required
- 2.1.10. Follow correct opening and closing procedures
- 2.1.11. Assist all centre staff with cleaning and operational requirements as determined by Management
- 2.1.12. Ensure all Front Desk equipment is clean and well maintained
- 2.1.13. Be accountable for correct till operation, and always abide by the Centre's cash handling policy

### **3. Financial**

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

### **4. Management & Leadership**

- 4.1.1. N/A

### **5. Communication, Consultation & Engagement**

- 5.1.1. Market and promote the Concord Oval Recreation Centre's Health Club and membership in line with sales process
- 5.1.2. Be aware of and inform customers of facilities and services for all members of the community
- 5.1.3. Be aware of and inform customers of facilities and services for all members of the community

### **6. General**

- 6.1.1. To comply with the operational responsibilities unique to the position
- 6.1.2. To attend and actively contribute to staff meetings
- 6.1.3. Attend and actively participate in Customer Service workshops and other training programs as required
- 6.1.4. Comply with all relevant laws, codes of practice and legislation.
- 6.1.5. Be aware of cleanliness and presentation of total facility

## **Key challenges**

- Deal with sensitive, complex matters appropriately and confidentially.
- Meet the needs of the local community
- Understanding and meeting patrons expectations
- De-escalating or responding to patrons demands or complaints

## Key internal relationships

Who	Why
Centre Manager, Coordinators and Team Leaders and fellow staff	Complete work following the procedures and processes across the centres outlined by Centre Manager, Coordinators and Team Leaders. Work collaboratively with co-workers and fellow staff at all times.

## Key external relationships

Who	Why
Patrons and members of the local community	The success of Concord Oval Recreation Centre and Five Dock Leisure Centre relies on fantastic customer service being provided to our patrons and members of the local community to meet their needs and expectations in a timely manner.

## Key dimensions

<b>Decision making</b>	The position participates in helping make decisions on process & practice approaches with the goal of developing and implementing a high level of customer service  Any identified issues should be discussed with the Team Leader through the appropriate channels.
<b>Reports to</b>	Customer Service & Sales Team Leader
<b>Direct reports</b>	0

## Essential requirements





<b>Qualifications &amp; Experience</b>	<ul style="list-style-type: none"><li>• Demonstrated experience in a customer service environment</li><li>• Demonstrated experience in accurate cash handling</li><li>• Experience working in a team environment</li><li>• Excellent inter-personal and communication skills</li><li>• Demonstrated ability in sales to promote the service to members</li><li>• Outstanding customer service skills</li><li>• Current Working with Children Check</li><li>• Current Provide First Aid certificate (HLTAID011)</li></ul>
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## Capabilities for the role

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: "how we do things around here". It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at <https://www.lgnsw.org.au/capability>

Below is the overall set of capabilities and level required for this role. The capabilities in bold are the focus capabilities for this position, followed a list of their underlying behavioural indicators.

## Local Government Capability Framework

Capability Group	Capability Name	Level
 <b>Personal attributes</b>	<b>Manage Self</b> Shows drive and motivation, an awareness of strengths and weaknesses, and is committed to learning	Foundational
	<b>Display Resilience and Adaptability</b> Expresses own views, perseveres through challenges, and is flexible and willing to change	Foundational
	<b>Act with Integrity</b> Is honest, ethical and professional, and prepared to speak up for what is right	Foundational
	<b>Demonstrate Accountability</b> Takes responsibility for own actions, commits to safety, and acts in line with legislation and policy	Intermediate
 <b>Relationships</b>	<b>Communicate and Engage</b> Communicates clearly and respectfully, listens, and encourages input from others	Intermediate
	<b>Community and Customer Focus</b> Commits to delivering customer and community focused services in line with strategic objectives	Intermediate
	<b>Work Collaboratively</b> Is respectful, inclusive and a reliable team member, collaborates with others, and values diversity	Intermediate
	<b>Influence and Negotiate</b> Persuades and gains commitment from others, and resolves issues and conflicts	Foundational
 <b>Results</b>	<b>Plan and Prioritise</b> Plans and organises work in line with organisational goals, and adjusts to changing priorities	Foundational
	<b>Think and Solve Problems</b> Thinks, analyses and considers the broader context to develop practical solutions	Foundational
	<b>Create and Innovate</b> Encourages and suggests new ideas and shows commitment to improving services and ways of working	Foundational
	<b>Deliver Results</b> Achieves results through efficient use of resources and a commitment to quality outcomes	Foundational
 <b>Resources</b>	<b>Finance</b> Is a responsible custodian of Council funds and applies processes in line with legislation and policy	Foundational
	<b>Assets and Tools</b> Uses, allocates and maintains work tools appropriately and manages community assets responsibly	Foundational
	<b>Technology and Information</b> Uses technology and information to maximise efficiency and effectiveness	Foundational
	<b>Procurement and Contracts</b> Understands and applies procurement processes to ensure effective purchasing and contract performance	Foundational

## Focus capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Local Government Capability Framework		
Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Manage Self	Foundational	<ul style="list-style-type: none"> <li>• Demonstrates motivation to serve the community and organisation</li> <li>• Initiates team activity on organisation/unit projects, issues and opportunities</li> <li>• Seeks and accepts challenging assignments and other development opportunities</li> <li>• Seeks feedback broadly and asks others for help with own development areas</li> <li>• Translates negative feedback into an opportunity to improve</li> </ul>
<b>Relationships</b> Communicate & Engage	Intermediate	<ul style="list-style-type: none"> <li>• Demonstrates motivation to serve the community and organisation</li> <li>• Initiates team activity on organisation/unit projects, issues and opportunities</li> <li>• Seeks and accepts challenging assignments and other development opportunities</li> <li>• Seeks feedback broadly and asks others for help with own development areas</li> <li>• Translates negative feedback into an opportunity to improve</li> </ul>
<b>Relationships</b> Influence & Negotiate	Foundational	<ul style="list-style-type: none"> <li>• Builds and maintains professional relationships inside and outside the organisation</li> <li>• Makes a strong personal impression and influences others with a fair and considered approach</li> <li>• Establishes a negotiation position based on a firm grasp of key issues, likely points of difference and areas for compromise</li> <li>• Identifies key stakeholders and tests their level of support in advance of negotiations</li> <li>• Uses humour appropriately to enhance professional relationships and interactions</li> <li>• Pre-empts and minimises conflict by working towards mutually beneficial outcomes</li> </ul>
<b>Results</b> Think and Solve Problems	Foundational	<ul style="list-style-type: none"> <li>• Is able to draw on wide-ranging interests and experiences when facing new challenges</li> <li>• Thinks broadly about the root of problems before focusing in on the problem definition and solutions</li> <li>• Is able to discuss issues from different angles and project impacts into the future</li> <li>• Considers the broader context when critically analysing information and weighing recommendations</li> <li>• Involves diverse perspectives in testing thinking and solutions</li> </ul>

# SCHEDULE OF OPERATIONAL RESPONSIBILITIES

## 1. Work, Health & Safety Responsibilities

### 1.1. Worker

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

- Taking reasonable care for his/her own health and safety.
- Taking reasonable care that his or her acts or omissions do not adversely affect the health and safety of others.
- 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.
- 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.
- Reporting all incidents, hazards and near misses to their direct supervisor.
- Actively participating in injury management and rehabilitation programs.
- Using Personal Protective Equipment (PPE) where required and in accordance with the manufacturer's instructions.
- 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.
- Attending all specified training and induction courses.
- Contributing to workplace practice and procedure reviews.
- Advising Team Leaders/Coordinators of any WHS issue that they believe should be addressed in the workplace.
- Ensuring all hazards identified are reported to their immediate supervisor and appropriate forms completed.
- Participating in workplace inspections.
- 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. Coordinator/Supervisor

In addition to the responsibilities of a worker, a Coordinator's/Supervisor's responsibilities also include, but are not limited to:

- Providing advice to the Manager on WHS issues.
- Organise prompt provision of first aid or medical attention for injured workers when required.
- Ensure incidents and injuries are recorded in the Incident Injury Reporting book within 48 hours of the incident occurring.
- Ensure all incidents and hazards are investigated and remedial actions are initiated in their area of responsibility.
- Report incidents and accidents to the RAW Coordinator and if serious in nature, to the WHS Coordinator.
- Cooperate with the WHS Coordinator in any incident or accident investigation that may be required.
- Providing alternative duties/employment for injured workers as an integral part of the return to work process.

- Consulting with workers and other stakeholders to ensure the Injury Management Program and Rehabilitation Program operate effectively.
- Including safety training and equipment in budgets.
- Ensuring the staff under your area of responsibility 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.
- Ensuring all workers have attended relevant induction and essential safety courses.
- Monitoring the use of Personal Protective Equipment (PPE) in accordance with Council's policies.
- Undertaking workplace inspections in accordance with the City of Canada Bay's policies and corrective action taken if required.
- Ensuring purchases comply with the City of Canada Bay's requisition procedures and purchasing policy.
- Maintaining awareness of legislation which regulates activities you are responsible for.
- Advising managers of any person who is not engaging or complying with safe work practices or the organisation's policies and procedures.
- Ensuring hazards identified are investigated, assessed and remedial actions adopted to eliminate or control risks.
- Ensuring all measures (including procedures and equipment) that are adopted to eliminate or control risks to health and safety are properly used and maintained.
- Ensuring workers are supervised by a competent person.
- Ensuring amenities are maintained in a safe and healthy condition at all times.

### **1.3. Manager**

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

- Advising the Executive of WHS issues.
- Organise prompt provision of first aid or medical attention for injured workers when required.
- Ensure incidents and injuries are recorded in the Incident Injury Reporting book within 48 hours of the incident occurring.
- Ensure all incidents and hazards are investigated and remedial actions are initiated in their area of responsibility.
- Report incidents and accidents to the RAW Coordinator and if serious in nature, to the WHS Coordinator.
- Cooperate with the WHS Coordinator in any incident or accident investigation that may be required.
- Providing alternative duties/employment for injured workers as an integral part of the return to work process.
- Ensuring all workers attend appropriate induction courses/programs and that all such training is fully documented.
- The inclusion of health and safety requirements, including safety training and equipment in budgets.
- Performing the required workplace inspections and audits as per the City of Canada Bay's policies, and ensuring required remedial action is completed and recorded.
- Ensuring that all equipment purchased meets the City of Canada Bay's WHS requirements and is maintained and inspected in accordance with designers, manufacturers and suppliers, recommendations or Council's policies and procedures.
- Performing on the job inspections to ensure compliance with working procedures for safe working practices.

- Ensuring all Job Plans and Position Specifications include responsibilities under the City of Canada Bay's WHS policy.
- Ensuring safe work method statements are developed and implemented in consultation with relevant personnel for tasks that are identified as high risk tasks.
- Effective procedures are in place, and are implemented, to identify hazards.
- All required work activities have a corresponding Safe Work Method Statement (SWMS) which are provided to workers and PCBUs undertaking the work activity.
- Programs are in place for issue, use and maintenance of Personal Protective Equipment (PPE).
- Appropriate amenities are available for all workers and PCBUs whilst they are in the workplace.
- That documents used in relation to the WHS Risk Management System are retained in a secure environment.

## 2. Workplace Behaviour Standards and Expectations

### 2.1. Employees' Responsibilities

- In addition to complying with Equal Employment Opportunity (EEO) legislation and Council's Workplace Behaviour Standards and Expectations Policy employees are responsible for:
- Embracing diversity and supporting inclusive workplaces
- Recognising different styles and perspectives
- Contributing to open communication and information sharing
- Taking seriously any incidents of bullying or harassment for themselves and other employees and reporting them promptly

In addition to the responsibilities of an employee, this position is also responsible, as a Manager, for:

### 2.2. Managers' Responsibilities

- In addition to complying with Equal Employment Opportunity (EEO) legislation and Council's Workplace Behaviour Standards and Expectations Policy managers are responsible for: promoting open communication, sharing information
- Not diminishing or seeking to excuse reported instances of harassment or bullying
- Providing constructive, regular, reasonable performance guidance
- Embracing diversity and supporting an inclusive workplace
- Recognising and appreciating different working styles and perspectives
- Allocating duties fairly, setting clear expectations and realistic deadlines
- Monitoring potential for and acting promptly on, bullying or harassing behaviour

### 2.3. Child Safe Organisation

- The City of Canada Bay is a Child Safe Organisation that recognises and advocates for the rights of Children and Young People. We aim to reduce the likelihood of harm to children, to increase the likelihood of identifying and reporting harm and respond appropriately to disclosures, allegations or suspicions of harm.

## 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'.

or

This position is classified as a "designated position" under section 449 of the Local Government Act 1993. As such a 'Disclosures by Councillors and Designated Persons Return' will need to be completed annually which discloses pecuniary interests and other matters as prescribed by Part 8 of the Local Government (General) Regulation 2005.

## 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 and are to be exercised in accordance with the requirements of the register and the "Delegations Practice Guide".

## 8. Organisation Values

Value	Value Statements
<b>We act with integrity</b>	We are accountable to ourselves and our community. We are honest, fair and ethical in all we do. We are clear and transparent in our actions. We do what we say we will.
<b>We empower our people</b>	We invest in our people and build leaders. We encourage our people to be decision makers and to take action. We take ownership of our actions. We are approachable and lead by example.
<b>We are respectful</b>	We listen to each other with an open mind. We build relationships on mutual respect. We are open, honest and constructive in our communication. We are inclusive and embrace diversity. We will respond to our community in a timely and responsible manner.
<b>We work together</b>	We care about each other and about our community. We are committed to building and maintaining a safe environment for our people. We support our people to perform at their best and celebrate achievements. We collaborate to get the best out of each other. We work with our community to build a better future.
<b>We innovate</b>	We encourage and value ideas that will improve services for our community. We are creative problem solvers and are committed to creative thinking. We will be better tomorrow than we are today, building on past success. We continuously improve and challenge ourselves to deliver better outcomes.