



POSITION DESCRIPTION

Position Title	Customer Service Supervisor	
Directorate	Planning	
Service	Sports and Recreation	
Responsible to	Customer Experience Team Leader	
Position Supervises	Direct: Customer Service Officers Indirect: Nil	
Position No.	IW1383	
Status	Permanent full-time	
Hours	<p>Based on 35 hours per week (Monday- Sunday)</p> <p>The Inner West Council Aquatics Facilities operate for 7 days per week from early morning to late evenings. This role will be required to work a range of shifts in accordance with the roster.</p> <p>This position will be required to work at other IWC Aquatics Facilities either on an ad hoc basis, rotational basis, or as part of a deployment to another facility.</p>	
Salary Point	23 to 32	
Allowances	As applicable to the position	
Pre-employment checks Legislative requirements	x Working with ChildrenCheck x Police Check x Pre-employment medical	
Date reviewed: July 2022		Reviewed by: Senior Manager Sports and Recreation

POSITION PURPOSE

Required to effectively support the Customer Experience Team Leader in aspects of departmental operations relating to the Customer Service and Crèche; including providing support and guidance to fellow associates. Uphold facility standards and maintain procedures and best practices whilst ensuring exceptional customer service.

SELECTION CRITERIA

Inner West Council is committed to the principles of Equal Employment Opportunity, Work Health and Safety, sustainability, continuous improvement and business excellence. The community is at the heart of the organisation and Council puts its values of integrity, respect, innovation, compassion and collaboration at the centre of everything we do. Employees are expected to demonstrate commitment to these values in performing their respective roles. In addition to these, the following criteria outline those that are relevant to this specific position.

Essential Criteria

1. Experience in a fast-paced high volume customer service environment
2. Previous experience in Health, Fitness, Aquatics, Hospitality, Tourism or equivalent industry.
3. A demonstrated high level of interpersonal and customer service skills
4. Flexible outlook and ability to resolve problems
5. Excellent organisational and administrative skills with the ability to work autonomously.
6. Proven ability to work in a team environment
7. Experience in POS, cash handling & reconciliation banking
8. Experience in Office Administration
9. Proficient in use of Excel and Microsoft applications

Desirable Criteria

1. Computer literacy and experience in a variety of web and software applications
2. Previous experience in the use of POS systems, customer relationship management or similar
3. Tertiary qualifications in Health, Fitness, Aquatics Hospitality or equivalent industry
4. Retail management experience
5. A passion for health, fitness and wellness.

KEY DUTIES, ACCOUNTABILITIES & RESPONSIBILITIES:

- Partake as a team member, work in a team environment and lead by example
- Knowledge of duties required when opening/closing the centre to the public
- Responsible for customer service duties such as; answering customer enquiries through various methods such as phone, email and face to face, resolving complaints from customers within scope of authority and providing support to the Customer Experience Team Leader, ensuring centre leaflets, newsletters and brochures are available for customers, re-stocking equipment and swimwear display, undertaking childcare bookings as required, undertaking swim education bookings as required, processing cash / card / cheque sales entries and stock sales through point of sale, reconciling cash and completing all documentation of own shift and of others when required.
- Data entry using generic software - New and Renewal Membership data
- Sell and promote memberships, swim equipment, accessories and swimwear, Health and Fitness Programs

- Assist the Customer Experience Team Leader (as required) from the reception desk in areas including but not limited to:
 - Centre Administration
 - Customer Service and positive presentation of Customer Service desk
 - Staff Training & rostering
 - Reconcile Daily Reconciliation reports prepared by Customer Service staff and prepare appropriate reports for the Team Leader– Operations & Administration
 - Process Direct Debit information including following up defaults
 - Process Cheque Requisitions, including refunds
 - Process and track donations
 - Prepare outgoing invoices
 - Operations & Administration as required in areas including:
 - Centre administration
 - Pool bookings
 - Customer Service and Marketing
- Liaise with other departments to ensure the customer service team is providing accurate, up to date information and promoting centre programs
- Preparation of ordering, checking supply and payment of the customer service teams accounts
- All end of month or other reporting as required/requested.
- Contribute to Senior staff duties at the centre as part of ongoing training and development
- Responsible for the maintenance of relevant stock at the centre such as:
 - Assist in the ordering of appropriate stock,
 - Oversee entry and security of stock, display of stock
 - Monitor stock levels
 - Conduct monthly stock take and prepare appropriate reports for the Team Leader – Operations & Administration
- Actively participate in a rotating Senior Site Person roster

KEY RELATIONSHIPS:

Internal: Customer Experience Team Leader, customer service staff, all aquatic staff and management.

External: Aquatic Centre members, users and the general public.

WORK HEALTH AND SAFETY RESPONSIBILITY STATEMENT

SUPERVISORS / TEAM LEADERS / GANGERS

LEVEL 5

Level 5 Supervisors, Team Leaders and Gangers have the responsibility to ensure that they perform their duties in accordance with their job description, Council's policies, procedures and safe working practices and comply with Work Health & Safety legislation. They must also ensure employees and non-employees within their area of control comply with the Work Health and Safety legislation in performing their stated duties in accordance with Council policies, procedures and safe work practices. These responsibilities are performed by:

Responsibilities	Performance Measures
<ul style="list-style-type: none"> Ensuring all appropriate actions are taken to implement the Health and Safety policy, procedures to satisfy legislative requirements. 	<ul style="list-style-type: none"> Evidence of promotion of, and conformance with, Council policies and procedures
<ul style="list-style-type: none"> Ensuring regular monitoring of Health and Safety performance in the area of their responsibility. 	<ul style="list-style-type: none"> Conducting Workplace inspections, development of a hazard register, conducting Audits where appropriate. Analysis of accident/incident trends Regular team meetings Use of the hazard reporting process
<ul style="list-style-type: none"> Commitment to WH&S 	<ul style="list-style-type: none"> Visibly showing commitment to health and safety through participation in formal and informal discussions, workplace visits and hazard inspections etc
<ul style="list-style-type: none"> Undertaking accident/incident investigations 	<ul style="list-style-type: none"> Evidence of documented and signed accident investigation forms
<ul style="list-style-type: none"> Liaising with Health and Safety representatives in relation to workplace Health and Safety issues. 	<ul style="list-style-type: none"> Regular meetings with WH&S rep
<ul style="list-style-type: none"> Improving health and safety performance 	<ul style="list-style-type: none"> Initiating action based on audit, inspection results and feedback from staff
<ul style="list-style-type: none"> Undertaking regular inspections to assist in the identification of hazards 	<ul style="list-style-type: none"> Development of a schedule of inspections Completed inspections
<ul style="list-style-type: none"> Attending health and safety meetings 	<ul style="list-style-type: none"> Evidence of signed/ documented minutes
<ul style="list-style-type: none"> Providing new employees with Health and Safety induction training and specific job training where required 	<ul style="list-style-type: none"> Employee inductions complete. Evaluation of induction by employees
<ul style="list-style-type: none"> Facilitating rehabilitation for injured employees 	<ul style="list-style-type: none"> Evidence of signed return to work programs Selected duties register
<ul style="list-style-type: none"> Ensuring employee awareness of Health and Safety management systems and specific workplace hazards 	<ul style="list-style-type: none"> Regular documented meetings with staff Conducting random inspections to ensure that correct WH&S procedures are being implemented by staff
<ul style="list-style-type: none"> Providing a clear definition, in writing, of all work procedures 	<ul style="list-style-type: none"> All work instructions are documented and provided to staff with explanation

<ul style="list-style-type: none"> • Developing health and safety procedures 	<ul style="list-style-type: none"> • Development of specific procedures where required
<ul style="list-style-type: none"> • Knowledge of WHS and related legislation 	<ul style="list-style-type: none"> • Attendance at training sessions

Applicant Declaration

I, _____ have read and understood the position description for the
Customer Service Supervisor as detailed in this document.

Signature: _____

Date: / /