



SENIOR DUTY OFFICER, CUSTOMER SERVICE

POSITION PROFILE

Division	Shire Services	Status	Permanent FT and Temporary PT
Unit	Sutherland Shire Leisure Centres	Salary Grade	
Reports to	Team Leader Support Services	Reviewed	July 2020

STRATEGIC INTENT

Sutherland Shire Leisure Centres enrich the community by providing access to health, fitness and recreation programs and services that promote lifelong, active living.

POSITION PURPOSE

- To lead and coordinate the customer service, memberships and direct debit teams ensuring all daily tasks and objectives are performed in a manner that contributes to a positive customer experience.
- Coordinate the membership services service point, functions and procedures; implementing membership sales and retention strategies to drive revenue and to support business unit goals.
- Act as the subject matter expert for the customer service team. Demonstrate operational thinking and facilitate a collaborative environment that promotes shared knowledge and respectful relationships to deliver a service that meets and exceeds customer expectations.
- Effectively coordinate the customer service portfolio across the three Leisure Centre sites; including delivery of functions and events, bookings, kiosks and Merchandise activities.

POSITION OUTCOMES AND ACCOUNTABILITIES

OUTCOME TO BE DELIVERED	PERFORMANCE STANDARD
Leadership and Performance Management	<ul style="list-style-type: none">• Effectively coordinate customer service, membership and direct debit teams to provide outstanding customer experiences.• Implement team coaching, performance management, goal setting, appraisals and training; provide feedback on an ongoing basis.• Coordinate rostering, recruitment and on-boarding to ensure effective coverage of services and address seasonal workloads.• Develop team capability and recognize and develop potential in people.
Delivery of Customer Service Excellence	<ul style="list-style-type: none">• Take responsibility for delivering high quality customer-focused services.• Ensure the efficient and effective operation and coordination of customer service, membership services and direct debit teams, whose primary purpose is to provide the highest standard of customer service.• Proactively identify and resolve specific customer needs; implement solutions which will enhance the customer experience.• Provide coverage of customer service points as required

OUTCOME TO BE DELIVERED	PERFORMANCE STANDARD
Coordinate membership services and direct debit teams	<ul style="list-style-type: none"> • Coordinate membership services team and implementation of sales and retention strategies to meet business unit goals. • Develop, implement and monitor membership services and direct debit financial operations and processes to ensure the efficient and accurate management of customer accounts. • Complete the monthly direct debit payment process to facilitate customer account payments for Leisure Centre members, learn to swim and squad customers.
Continuous Improvement	<ul style="list-style-type: none"> • Identify areas for improvement within the customer service portfolio and implement improved business practices through consultation and collaboration with internal stakeholders inclusive of system and service design and delivery
Delivery of site specific activities by Senior Duty Officer-Customer Service	<ul style="list-style-type: none"> • <u>CLC Bookings Officer:</u> <ul style="list-style-type: none"> ○ Coordinate bookings for regular hirers and casual bookings ensuring all invoicing is processed. Collaborate as required with the bookings officer for subsidies and broader Leisure Centre bookings ○ Assist the Snr Duty Officer Programs in delivering the Schools Program ○ Act as the center contact for the squad program contract providers • <u>Merchandise Officer:</u> <ul style="list-style-type: none"> ○ Coordinate the operation of the Swim Shops across all three Leisure Centre sites; including database management, sales analysis, management of supplier relationship, purchasing/indents, invoice processing and stock takes. ○ Regular product review to meet market, industry and consumer needs including competitive pricing and margins. • <u>Operation of Kiosks:</u> <ul style="list-style-type: none"> ○ Coordinate and develop operational procedures and processes of kiosks at Caringbah and Engadine Centre's. ○ Stock and supply chain management. ○ Coordination of kiosk rosters and staff training in kiosk and food handling processes.
Coordination of financial controls, reporting and procedures	<ul style="list-style-type: none"> • Coordinate financial accounts including; customer transactions and reconciliations, financial audits, compliance with Council's cash handling procedures to ensure accurate records are maintained. • Develop and implement accurate customer service portfolio procedures and manuals. Adhere to department budgets.
This position has been identified as having the responsibility of managing financial transactions for the organisation as required.	<ul style="list-style-type: none"> • In undertaking these duties you are placed in a position of trust and must abide by Council's Code of Conduct at all times. In the event that fraudulent conduct is suspected or identified, relevant processes including disciplinary will be followed, and where appropriate, relevant external agencies may be notified.

SELECTION CRITERIA / SUCCESS PROFILE

Qualifications, Certificates or Licences	Essential	<ul style="list-style-type: none">• Certificate III or Diploma in relevant field• Current NSW Driver's Licence• Current First Aid / CPR
	Desirable	<ul style="list-style-type: none">• Current Food Safety Supervisor Certification• Formal qualifications in leadership or frontline management
	Essential	<ul style="list-style-type: none">• Extensive experience in staff management and team leadership. You will have at least 4 years' experience in a similar role directly involving customer service.• Demonstrated experience leading a customer service team including preparation of rosters, recruitment and on-boarding, coaching, training and development.• Demonstrated communication skills with the ability to consult and negotiate with staff and customers to achieve desirable outcomes.• Demonstrated experience using various computer applications, including point of sale and membership data management systems. The use of EFTPOS devices along with handling financial transactions, including receipting, invoicing and daily balancing.• Previous experience in stock control, pricing, supplier management for a retail shop or similar environment.• Demonstrated experience using booking systems.
	Desirable	<ul style="list-style-type: none">• Experience working in the recreation industry minimum 2 years.• Experience and understanding of direct debit billing systems.• Experience working in local government.
Experience or skills		

CORE CAPABILITIES

Attributes	<ul style="list-style-type: none">• Demonstrated leadership and people management skills• Excellent communication and negotiation skills• Ability to work under pressure and meet deadlines• Strong team player• Conflict resolution skills• Self-directed and motivated• High level of personal commitment• Able to build strong relationships by winning respect at all levels through sound advice, reliability and personal integrity, constructively deal with difficult issues
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OUR VALUES

Behaviours	<ul style="list-style-type: none">• Collaborative - be open and welcoming, genuinely connect to others, include others, and work together as one.• Active - be enthusiastic and optimistic, make a positive contribution, set goals to be the best you can be, deliver every day.• Respectful – be honest and trustworthy, do what you say you will put yourself in the other person’s shoes, listen to what’s important to others.• Evolving – stay up to date, take on new opportunities, think creatively about solutions, be a big picture thinker.
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CORPORATE OBLIGATIONS

Employees	Leisure Centre Unit Structure.
Delegations	Authority to operate within the Delegations attached to the position.
Risk Management	Managing work practices to mitigate all identified risks, identifying and reporting additional risk and threats and assist in devising strategies to mitigate these risks.
Financial Management	Managing budgets and expenditure, undertaking relevant checks and applying rules, regulation, process and procedures in dealing with financial matters.
Workplace Health and Safety	Comply and co-operate with WHS policies, procedures, instructions and safe systems of work.
Code of Conduct	All employees are responsible for adhering to Council’s Code of Conduct and the policies and procedures that support it.
Workplace Behaviour & EEO	All activities must comply with Council’s Workplace Behaviour Guidelines.
Enterprise Content Management	Comply with Council’s Enterprise Content Management Determination and associated guidelines including creation of appropriate records in Council’s records management system and proper custodianship of records to ensure against loss, removal or destruction.
Continuous Improvement	Identify obsolete and inefficient practices and recommend changes where appropriate.
Customer Focus	Championing an exceptional customer experience, and evaluating customer satisfaction in order to continually improve service delivery.
Procurement	Activities are conducted in accordance with the Purchasing Policy and Procedures to provide transparency and cost effectiveness in procurement.

SPECIFIC CONDITIONS OF EMPLOYMENT

- Employment conditions per appointment contract.
- Uphold the Sutherland Shire Council values.
- Able to work on a seven day roster including nights, mornings, weekends, public holidays and/or days across all Sutherland Shire Leisure Centres or as negotiated with Management

Sutherland Shire Leisure Centres

