



ADMINISTRATION OFFICER – CUSTOMER SERVICE

POSITION PROFILE

Division	Shire Services	Status	PPT/FT
Unit	Sutherland Shire Leisure Centres	Salary Grade	Grade 2
Reports to	Senior Duty Officer – Customer Service	Date Reviewed	April 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

- Provide and support a high quality front of house customer experience.
- Professionally and efficiently manage a range of customer and member enquiries via telephone and face to face, providing a solutions-based approach.
- Process all transactions in a timely and efficient manner utilising the Leisure Centres operating system Links Modular Solutions.
- Administration duties as required of the position.

POSITION OUTCOMES AND ACCOUNTABILITIES

OUTCOME TO BE DELIVERED	PERFORMANCE STANDARD
Provision of customer service excellence.	<ul style="list-style-type: none">▪ Represent the Leisure Centres in a professional manner, supporting colleagues and delivering an exceptional experience for our customers.▪ Excellent communication skills enthusiastically servicing enquiries to a premium standard, being informative and attentive at all times.▪ Acknowledge and assist with customer complaints and requests for service.
Effective product knowledge ensuring correct information is provided to our customers	<ul style="list-style-type: none">▪ Keep customers informed correctly of centres changing daily activities and read all staff memos prior the commencement of shift.▪ Have a full understanding of memberships, learn to swim and squad, bookings and all general reception. Proactively support and promote all programs and services.▪ Attend SSLC training courses and customer service meetings as required.
Processing of customer payments and effective cash handling	<ul style="list-style-type: none">▪ Process all customer transactions in Leisure Centres' operating system Links, process cash, eftpos and cheque payments.▪ Complete end of shift/day balancing accurately.▪ Work within Council's Cash Handling Policy at all times.

Provision of administrative duties to support the Customer Service team and Business Unit.	<ul style="list-style-type: none"> ▪ Responsible for presentation and cleanliness of front reception and surrounding areas. ▪ Answer the telephones in a prompt and friendly manner. ▪ Liaise with Senior Duty Officer – Customer Service helping with any tasks when needed.
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SELECTION CRITERIA / SUCCESS PROFILE

Experience or skills	Essential	<ul style="list-style-type: none"> ▪ Proven experience in a busy customer service/reception environment. ▪ Experience with computerised point of sale systems and membership sales. ▪ Demonstrated ability in conflict resolution and interpersonal skills. ▪ Ability to work under pressure; deal with high volumes of work efficiently. ▪ Experience in frontline operation of touchscreen computers. ▪ Cash handling experience. ▪ Effective verbal and written communication skills.
	Desirable	<ul style="list-style-type: none"> ▪ Experience using Links Point of Sale system. ▪ Formal training in customer service. ▪ Experience in a leisure centre environment.

CORE CAPABILITIES

Attributes	<ul style="list-style-type: none"> ▪ Excellent verbal communication skills ▪ Enthusiastic and willing to learn new skills ▪ Well-groomed and presented ▪ Able to work under pressure ▪ Outgoing and friendly personality ▪ A well-ordered systematic approach to tasks ▪ Team focussed
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OUR VALUES

Behaviours	<ul style="list-style-type: none"> ▪ Collaborative - be open and welcoming, genuinely connect to others, include others, 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	No direct reports.
Delegations	No delegations.
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	No financial responsibilities.
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.
Records Management	Comply with Council's Records and Information Management Policy.
Continuous Improvement	Work with Managers and Supervisors to improve 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.

SPECIFIC CONDITIONS OF EMPLOYMENT

- Uphold the Sutherland Shire Council values.
- Available to work on a seven day roster including nights, morning, weekends, public holidays across all Sutherland Shire Leisure Centres.
- Flexible availability required to enable shift rotation each roster period.
- Casual hours will include alternate weekend shift based on the centres operational requirements.