



## WHITEHORSE CITY COUNCIL POSITION DESCRIPTION

### CUSTOMER SERVICE OFFICER

<b>Classification:</b> Band 2	<b>Effective Date:</b> April 2015
<b>Reports to:</b> Customer Service Team Leader (AQBH) / Administration Coordinator (AQN)	<b>Tenure:</b> Full time / Part time / Casual

#### **Goal Statement**

The position will provide excellent customer service and accurate and courteous information to all patrons at the front desk or via telephone enquiries and perform accurate cash handling and basic administration duties.

#### **Key Responsibilities**

##### *Position Specific Responsibilities*

- Provide high quality customer service in accordance with Centre policies.
- Undertake basic administrative duties encompassing membership issues/enquiries, facility bookings and data entry in accordance with Centre policies and procedures.
- Undertake accurate cash handling duties in accordance with Centre cash handling procedures.
- Conduct membership tours and sales if required.
- Positively promote the Centre and its programs.
- Treat all patron information in accordance with the Privacy Act.
- Conduct routine cleaning and maintenance tasks to ensure the reception and office areas are clean and maintained to a high standard.
- Restock and count merchandise in accordance with Centre procedures.
- Ensure the safety of patrons and respond to first aid and emergency situations in accordance with Centre procedures.
- Actively participate in discussions regarding programs and service improvements.
- Act as Area Warden in emergency evacuations as required.

##### *Corporate Responsibilities*

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.

#### **Authority**

*Budget:* Nil

*Staff Responsibility:* Nil

##### *Decision Making:*

- The position has the authority to act within clearly documented operational guidelines. Any issues that arise that are outside the ordinary day to day responsibilities of the position are referred to the Duty Manager / direct supervisor.

#### **Key Relationships**

- The position will liaise with other team members, Membership Consultants, senior staff, patrons, suppliers, schools, sporting clubs and community groups.

## **Selection Criteria (Essential)**

### *Qualifications/Certificates/Licences and Experience*

- Experience in provision of front line customer service.
- Level 2 First Aid Certificate.
- CPR Qualification.
- Satisfactory National Criminal History Check.
- Working With Children Check.

### *Technology*

- Experience in Microsoft Office.
- Experience in point of sale and EFTPOS technology.

### *Other technical skills*

- Good customer service skills.

### *Interpersonal*

- Communication skills to enable positive interaction and effective customer service with patrons and other employees.
- Capacity to provide professional, attentive customer service to all patrons.

### *Leadership/management:*

- Ability to work as part of a team and individually under routine supervision.
- Ability to provide on the job training based on skills and experience.

## **Other Attributes (Desirable)**

- Experience in a similar position in the leisure industry
- Experience in a retail environment including retail sales
- Ability to speak a dominant local community language

## **Notes and comments:**

- The position includes inherent physical requirements. Please refer to the Physical and Functional Requirements Checklist for more information. Short listed candidates may be required to attend a pre-employment medical examination.
- The position may be required to attend out of hours meetings and training sessions.
- The position may be required to work from different locations within the municipality.
- The position may be required to work shifts anywhere within the Centre's ordinary spread of hours:
  - Monday to Friday 4.30am – 11.00pm
  - Saturday 4.30am – 8.30pm
  - Sunday and public holidays 7.00am – 8.30pm

## **Key Selection Criteria:**

1. Experience in provision of front line customer service position.
2. Experience with point of sale and EFTPOS technology.
3. Communication skills to enable positive interaction and effective customer service with patrons and other employees.
4. Capacity to provide professional, attentive customer service.

<b>EMPLOYEE NAME:</b>			
<b>Employee Signature:</b>		<b>Date:</b>	

## PHYSICAL REQUIREMENTS FOR POSITION

**POSITION TITLE:** Customer Service Officer

**LOCATION/DEPARTMENT:** Aqualink

### TASK DESCRIPTIONS (Tick relevant frequency)

Task	Performed Often (5+ times a shift)	Performed Sometimes (2-4 times a shift)	Never/Rarely Performed (Up to once a shift)
Keyboard duties	✓		
Reading tasks	✓		
Writing tasks	✓		
Sitting (extended periods)	✓		
Walking/standing (briefly)	✓		
Walking/standing (extended)	✓		
Driving car/utility/truck			✓
Lifting/carrying duties < 20 kgs	✓		
Lifting/carrying duties >20 kgs		✓	
Pushing/pulling tasks < 20 kgs		✓	
Pushing/pulling tasks >20 kgs			✓
Bending/kneeling requirements	✓		
Climbing stairs/ladders/scaffolds			✓
Exposure to dust/dirt		✓	
Exposure to hazardous materials			✓
Exposure to noise			✓
Repetitive arm/wrist/hand movements	✓		