SERVICE DESK SUPERVISOR

DEPARTMENT/UNIT: Monash Sport

FACULTY/DIVISION: Campus Community Division

CLASSIFICATION: HEW Level 4

WORK LOCATION: Clayton campus

ORGANISATIONAL CONTEXT

Monash is a university of transformation, progress and optimism. Our people are our most valued asset, with our academics among the best in the world and our professional staff revolutionising the way we operate as an organisation. For more information about our University and our exciting future, please visit www.monash.edu.

The Campus Community Division is charged with leadership, management and innovation in the provision of high quality non-academic services to students and staff at Monash. The Campus Community Division comprises Chaplaincy; Childcare; Counselling and Mental Health Programs; Careers, Leadership & Volunteering; Non-Residential Colleges; Residential Services; Safer Community Unit; Student Engagement & Support Programs; Monash Sport; TeamMONASH; and University Health Services. For more information about the work we do, please visit https://www.monash.edu/campuscommunity.

Monash Sport coordinates a wide range of aquatic, indoor & outdoor sport, health, fitness, wellness and social sport services and activities for University students, staff and the wider community. Through providing these opportunities, we endeavour to enhance the health and wellbeing of our community and the on campus experience for our students & staff. We passionately believe that active bodies complement vibrant minds. For more information about the services we provide, please see our website: www.monash.edu/sport.

POSITION PURPOSE

The Service Desk Supervisor is responsible for overseeing the daily operations of the Monash Sport Service Desks, ensuring a high degree of professionalism, organisation and efficiency is met and the delivery of customer service excellence for Monash Sport programs and services located at the Clayton Campus.

Reporting Line: The position reports to the Service Desk and Membership Coordinator under routine supervision

Supervisory Responsibilities: This position provides direct supervision to a team of casuals as required

Financial Delegation: Not applicable

Budget Responsibilities: Not applicable
KEY RESPONSIBILITIES

1. Provide a high level of customer service to Monash Sport customers and members across a wide range of Service Desk offerings and functions, including (but not limited to) administering and supporting facilities enquiries, membership sales and renewals, Point of Sales (POS) transactions, casual court hire bookings, and learn to swim enrolments

2. Undertake customer service and administrative tasks such as data entry, basic reporting, daily banking, allocations of shifts, supervision of casual Customer Service Officers, membership and program administration as required and allocation of other administrative tasks

3. Maintain open and effective channels of communication and liaise with Monash Sport staff, Monash Sport customers and members as well as internal and external university stakeholders to assist with the effective delivery of Monash Sport programs and services

4. Work with colleagues to maintain the Monash Sport facilities, including participating in merchandising inventories and stock management

5. Assist the Service Desk & Membership Coordinator to review, evaluate and develop the effectiveness of customer service initiatives, and promotional activities and actively promote Monash Sport programs and services to Monash University students, staff and the wider community

KEY SELECTION CRITERIA

Education/Qualifications

1. The appointee will have:
   ● A diploma level qualification in Sport Administration/Management with relevant work related experience; or
   ● an equivalent combination of relevant experience and/or education/training

Knowledge and Skills

2. Demonstrated experience in customer service within a high volume, fast paced environment preferably in a leisure/sport facility environment

3. Well-developed communication skills, including the ability to interact professionally and sensitively with a diversity of colleagues and clients

4. Ability to work as an effective member of a team and to provide effective supervision and on the job training to team members

5. Demonstrated organisational skills, including the ability to set priorities, plan/organise work to meet deadlines and maintain strong attention to detail/accuracy in a high-volume, fast-paced environment

6. Ability to exercise judgement on work methods and tasks that require ability to discriminate between alternative courses of action

7. Demonstrated computer literacy, data entry and word-processing skills including experience using business software such as Microsoft Office

OTHER JOB RELATED INFORMATION

- A current satisfactory Working With Children Check is required
- A current Hepatitis B Immunisation is required
- A current Senior First Aid (Level 2) is required
- There may be a requirement to work additional hours or shift work
- There may be peak periods of work during which taking of leave may be restricted
- Travel to other campuses of the University may be required
GOVERNANCE

Monash University expects staff to appropriately balance risk and reward in a manner that is sustainable to its long-term future, contribute to a culture of honesty and integrity, and provide an environment that is safe, secure and inclusive. Ensure you are aware of and adhere to University policies relevant to the duties undertaken and the values of the University. This is a standard which the University sees as the benchmark for all of its activities in Australia and internationally.