



POSITION DESCRIPTION

POSITION TITLE:	Team Leader Customer Experience				
POSITION NO:	705317	CLASSIFICATION:	Band 5		
DIVISION:	Infrastructure and Environment				
BRANCH:	Property and Leisure				
UNIT:	Customer Experience				
REPORTS TO:	Coordinator Customer Experience				
POLICE CHECK REQUIRED:	Yes	WORKING WITH CHILDREN CHECK REQUIRED:	Yes	PRE-EMPLOYMENT MEDICAL REQUIRED:	No

Yarra City Council is committed to being a child safe organisation and supports flexible and accessible working arrangements for all.

This includes people with a disability, Aboriginal and Torres Strait Islanders, culturally, religiously and linguistically diverse people, young people, older people, women, and people who identify as gay, lesbian, bisexual, transgender, intersex or queer.

We draw pride and strength from our diversity, remain open to new approaches and actively foster an inclusive workplace that celebrates the contribution made by all our people.

POSITION OBJECTIVES

- To lead the Customer Service team, monitoring performance, providing feedback, training and staff development opportunities.
- To lead the Customer Service team in the day-to-day front end operations across our leisure centres.
- To drive a constructive culture, through effective leadership and communication that develops a positive and empowered Customer Service team.

- To sustain and develop efficient administration work processes and monitor that all Customer Service staff complete as required.

ORGANISATIONAL CONTEXT

The Municipality is committed to efficiently and effectively servicing the community to the highest standards, protecting, enhancing and developing the City's physical and social environment and building the population and business base. A major imperative of the Organisation is the introduction of a best value framework with an emphasis on customer service and continuous improvement.

Yarra Leisure is made up of a range of aquatic and leisure facilities: Burnley Golf Course, Collingwood Estate Gym, Collingwood Leisure Centre, Fitzroy Swimming Pool, and Richmond Recreation Centre. The services welcome almost 1 million users per annum and includes the key portfolios of Health and Fitness, Aquatics, Marketing and Communications, Customer Experience, Member Experience, Operations and Business Support.

Yarra Leisure supports the City of Yarra's health and wellbeing objectives and aims to encourage more people to be active more often in aquatics and leisure and are commitment to improving both the physical and mental health of the community.

ORGANISATIONAL RELATIONSHIPS

Position reports to:	Coordinator Customer Experience
Position Supervises:	Customer Service Support Officers and Customer Service Officers
Internal Relationships:	All staff within the Property and Leisure Services Branch, Management, and staff at all levels within the Council.
External Relationships:	User groups, government and commercial agencies, residents, community groups, general public, Yarra Leisure members and customers, external service providers.

KEY RESPONSIBILITIES & DUTIES:

To lead the Customer Service teams across Yarra's Leisure centres, monitoring performance, providing feedback, training and staff development opportunities.

- To provide leadership, direction, support and communication to all Customer Service staff so that customer service is delivered in a timely, efficient and knowledgeable manner.
- To provide continual evaluation of processes and procedures relating to customer service and sales
- To provide suggestions and ideas to the Customer Experience Coordinator to improve area operations, efficiency and service to both internal and external customers.
- To build a rapport with Yarra Leisure patrons and staff at all levels, through various methods of communication.
- To be well informed of all Yarra Leisure programs and services and communicate upcoming events to the Customer Service team.
- Provide continual support to Customer Service staff in all areas of operation, including membership and retail sales.
- Provide performance feedback and coaching on a regular basis to all team members.
- To ensure staff have appropriate information and resources to perform their jobs.
- Rostering management that meets Yarra Leisure's customer service and sales needs whilst remaining within staffing budget, as directed by the Customer Experience Coordinator.
- Assist in the recruitment including short listing and interview preparation, induction and training of new Customer Service staff, including planning and conducting team meetings.
- To maintain the Customer Service key performance indicators, in conjunction with full time administrative staff ensuring all staff are receiving ongoing feedback on performance.
- To facilitate Customer Service staff performance appraisals and training plans.
- Plan and conduct team meetings and staff training sessions.
- To provide support and guidance to the Customer Service teams.
- Assist in the engagement of new Customer Service staff including inductions and area specific training.
- To review customer service and membership training and make improvements, and recommendations as required.
- To communicate Yarra Leisure strategies and business plans to Customer Service staff.
- To ensure all Customer Service staff work to the relevant Yarra Leisure and Council Policies.

To lead the Customer Service and Member Experience teams in the day to day front end operations across our leisure centres.

- To ensure the delivery of outstanding consistent customer service across all sites.
- To uphold the City of Yarra's Customer Service standards. To provide support and be reception point of call when other resources are unavailable.
- Ensure responses to all customer feedback relating to customer service and sales are met within the Yarra Leisure timeframes.
- Ensure critical and relevant information is passed on to staff and customers within marketing and communication guidelines.
- Maintain the professional image of Yarra Leisure and its programs, creating a safe, informative, friendly and customer-focussed environment.
- Provide feedback for full time, casual and part-time Customer Service staff on their delivery of the sales process, including training and delivery of sales processes.
- To provide support and guidance to the Customer Service teams.
- Assist the Customer Experience Coordinator with the maintenance of the merchandise and consumables budgets through reports on income and expenditure.
- Assist the Customer Experience Coordinator with maintaining refund and returns policies in relation to merchandise and consumables.
- Supervise re-ordering of stock for all our leisure centres.
- Assist the Customer Experience Coordinator with liaising with suppliers for the introduction of new stock.
- Provide the Customer Experience Coordinator with monthly stock take reports for merchandise and consumables.
- Provide the Customer Experience Coordinator with regular membership sales reports.

To drive a constructive culture, through effective leadership and communication that develops a positive and empowered Customer Service and Member Experience team.

- To develop a strong team dynamic, implementing a variety of strategies to ensure a unified team across multiple sites who deliver consistent and high-level service.
- To proactively respond to and resolve issues expressed by team members. Create and maintain a high-quality work environment and humanistic encouraging culture so team members are motivated to perform at their highest level.
- To provide regular newsletters or other forms of communication to ensure staff are informed and engaged.
- To ensure staff have regular opportunities to provide feedback.
- To regularly consult/survey staff on ideas and suggestions for continuous improvement.
- To foster a positive culture and regularly recognise the achievements of team members.
- To directly support the Customer Service staff and ensure they are given regular feedback and opportunities for development and continuous improvement.

- To lead and empower the Customer Service team so that they have ownership over the customer service desks.
- Conduct catch-ups with all new Customer Service staff three months into commencement to provide and receive feedback.
- To ensure the delivery of outstanding and consistent customer service across all sites.
- To facilitate Customer Service staff performance appraisals and training plans as set out by the Yarra City Council.

To sustain and develop efficient administration work processes and monitor that all customer service and sales staff complete as required

- Maintain a sound knowledge of Yarra Leisure's programs and services.
- To monitor that staff complete their tasks and checklists and follow up with individuals as required.
- Provide feedback to other areas about customer service administration.
- Train, supervise and motivate the Customer Service team and ensure they meet their set sales targets.
- Regularly liaise with other areas and keep informed with changes to programs and services and ensure clear communication to Customer Service staff.
- Maintain and update policies and procedures relating to the Customer Service teams.
- Present proposals to the Customer Experience Coordinator regarding suggested improvements to service systems, procedures and overall work environment and lead in the implementation of these proposals.
- To ensure all Customer Service staff timesheets are approved and accurate prior to timesheet reconciliation day.
- Ensure Customer Service staff can process membership requests and complete daily cash reconciliations with a high level accuracy.
- Understand and relay the importance of the Privacy Act regarding personal details and banking details.
- Ability to understand membership transaction ledger.
- Analyse and provide feedback to Customer Service staff in relation to daily cash up and all cash up related issues, via reporting from Finance and Administration Officer.
- Ensure issues concerning direct debits are proactively addressed with staff.
- Responsible for overseeing all ordering and control of stock relative to customer service at each centre.
- Liaise with Customer Service staff regarding stock and assist the Customer Experience Coordinator with making recommendations regarding the introduction of new stock.
- Ensure stock takes are completed on a monthly basis.

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- The Customer Experience Team Leader is directly accountable to the Customer Experience Coordinator. Providing efficient and effective assistance in the coordination and implementation of administration functions and the evaluation, development and improvement of customer and member service.

- To provide leadership to the Customer Service team.
- Consult frequently with and report regularly to the Customer Experience Coordinator to ensure adherence to goals and objectives.

Safety and Risk

The Customer Experience Team Leader is required to:

- Minimise risk to self and others and support safe work practices through adherence to legislative requirements and Council policies and procedures.
- Report any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.
- Yarra City Council is committed to prioritising and promoting child safety. We adhere to the Victorian Child Safe Standards as legislated in the Child, Wellbeing and Safety Act 2005 and have robust policies and procedures in order to meet this commitment.

Sustainability

Embrace the following Sustaining Yarra principles through day to day work:

- Protecting the Future
- Protecting the Environment
- Economic Viability
- Continuous Improvement
- Social Equity
- Cultural Vitality
- Community Development
- Integrated Approach

Yarra Values

Behave according to the following values which underpin our efforts to build a service based culture based on positive relationships with colleagues and the community:

- Accountability
- Respect
- Courage

JUDGEMENT AND DECISION MAKING:

- The Customer Experience Team Leader is expected to exercise judgement in applying established procedures and practices to the day-to-day coordination and operation of Yarra Leisure's Customer Service team.
- The Customer Experience Team Leader is also required to exercise judgement in evaluating and recommending to Customer Experience Coordinator improvements to leisure facilities operations.
- Make recommendations about supervision and staffing issues at front of house.
- Exercise judgement over behaviour of patrons, ensuring all customer service-related complaints are dealt with in a timely manner.
- The Customer Experience Team Leader is required to evaluate and recommend to the Customer Experience Coordinator improvements to front of house operations, systems and procedures, particularly in the area of staff training and development.

SPECIALIST SKILLS AND KNOWLEDGE

- Extensive experience in a customer service and sales role.
- Knowledge of cash management procedures.
- Extensive understanding and application of computer skills including centre management software.
- Commitment to service ethic and personal service excellence.
- Commitment to ongoing professional development.
- Sound communication and negotiation skills.
- The Customer Experience Team Leader will be required to follow all relevant policies and procedures in line with Quality Assurance (ISO 9001).
- The Customer Experience Team Leader will comply with Yarra Leisure service procedures for safety, training, purchasing, document control, internal quality audits, corrective and preventative action, customer complaints and control of non-conforming products and services.

MANAGEMENT SKILLS

- Skills in managing a large team across multiple venues, with the ability to set deadlines, performance manage and mentor.
- Commitment to the delivery of customer service and sales excellence.
- Skills in managing time, setting priorities and working autonomously.
- Ability to immediately and effectively manage operational and safety issues.

INTERPERSONAL SKILLS

You have the ability to:

- Work well as part of a team providing leadership, enthusiasm and motivation.
- Gain the co-operation and assistance of a range of people, including other staff, residents, consultants, schools, parents, etc. in the administration of well-defined activities.
- Liaise with other employees to resolve organisational issues and discuss specific matters.
- Ability to work as a part of a team.

QUALIFICATIONS & EXPERIENCE:

- A tertiary qualification in a relevant discipline or previous experience in a similar role.
- Experience in managing customer service and sales teams.
- A current and valid Working With Children Check
- First Aid and CPR is desirable.

KEY SELECTION CRITERIA

- Demonstrated experience within the leisure industry, specifically managing large teams in a fast-paced environment.
- Experience in leading, developing and mentoring a large team of staff within a multi-venue organisation.
- Experience in fostering a positive, empowered and engaged team through building strong relationships and providing regular training and feedback to staff.
- Experience in delivering high level communication through a variety of methods that supports a highly informed, efficient and capable team to deliver excellent customer and member service.
- Experience in developing, improving and monitoring systems and processes that supports efficient delivery of customer service, membership and retail sales operations.
- Experience leading, reviewing and administering customer service and sales processes, seeking continuous improvement and working towards established timelines.