



## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Customer Service Officer				
<b>POSITION NO:</b>	705307	<b>CLASSIFICATION:</b>	Band 3		
<b>DIVISION:</b>	City Works & Assets				
<b>BRANCH:</b>	Leisure Services				
<b>REPORTS TO:</b>	Team Leader Customer Experience				
<b>WORKING WITH CHILDREN CHECK REQUIRED:</b>	Yes	<b>POLICE CHECK REQUIRED</b>	Yes	<b>PRE-EMPLOYMENT MEDICAL</b>	No

*Yarra City Council 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.*

*This position is required to provide evidence of COVID-19 double dose vaccination. We will work with individuals to assess their ability to meet this requirement on a case by case basis.*

### POSITION OBJECTIVES

- To provide memorable and efficient customer service to patrons of the Yarra Leisure Venues, in line with City of Yarra customer service standards.
- Develop strong relationships with all Yarra Leisure patrons and Yarra Leisure staff ensuring a positive contribution to the Team dynamic.
- To keep abreast with all Yarra Leisure's products, services, policies and procedures and ensure consistent and accurate information is delivered to patrons.
- To complete daily administrative functions including; retail sales, conducting facility tours and processing memberships, whilst maintaining a safe and professional customer service area.

### ORGANISATIONAL RELATIONSHIPS

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.

The Richmond Recreation Centre along with the Collingwood Leisure Centre, Fitzroy Swimming Pool, Collingwood Estate Gym and Burnley Golf Course form the Yarra Leisure Branch.

As part of the Business, Corporate & Financial Services division, the centre has a commitment to improving both the physical and mental health of the community.

## **ORGANISATIONAL RELATIONSHIP**

<b>Position reports to:</b>	Team Leader Customer Experience
<b>Position Supervises:</b>	Nil
<b>Internal Relationships:</b>	Customer Service and Sales Team Marketing Team Senior Leisure Facilities Staff Support Services Team
<b>External Relationships:</b>	Members & Patrons of the facilities, Government & Commercial agencies

## **KEY RESPONSIBILITY AREAS AND DUTIES**

### **To provide memorable and efficient customer service to patrons of the Yarra Leisure Venues, in line with City of Yarra customer service standards.**

- Uphold outstanding customer service standards along with Yarra Leisure's Code of Conduct and team KPI's.
- Maintain a neat and professional appearance in accordance to Yarra Leisure uniform policy and develop a professional yet friendly relationship with all centre visitors, members, fellow staff, contractors and suppliers.
- Promptly respond and follow up on all centre enquiries in accordance with Yarra Leisure standards.
- Maintain and respect the confidentiality, security and privacy of all customer records.
- Encourage customer feedback relating to our leisure centres programs and facilities providing a prompt and suitable response or solution when possible.
- Provide accurate and timely assistance to all patrons and Yarra Leisure staff in a pleasant and helpful manner.
- Establish good rapport with patrons and adapt to their varied needs.

### **Develop strong relationships with all Yarra Leisure's products, services, policies and procedures and ensure consistent and accurate information is delivered to patrons.**

- Lead by example and provide fellow staff members with positive guidance and support when required.
- Regularly communicate with the Customer Experience Team Leader regarding trends, systems and process issues and difficult customers.
- Greeting customers as they enter and leave the facility, providing a welcoming atmosphere.
- Promote a positive image of Yarra Leisure through professional communication and presentation i.e. uniform, name badge, friendly nature, supporting Yarra Leisure peers, show enthusiasm on shift.
- Demonstrate the ability to work as part of a team and autonomously.
- Contribute to the planning and promotion of centre activities and events.
- Participate in training initiatives and attend quarterly customer service team meetings.
- Contribute positively to the goals and direction of the customer service team and in accordance with the teams KPI's.

### **To keep abreast with all Yarra Leisure's products, services, policies and procedures and ensure consistent and accurate information is delivered to patrons.**

- To maintain a sound knowledge and understanding of all of Yarra Leisure's programs, services, terms, conditions, policies & procedures.
- Remain well informed with all of Yarra Leisure's current events, promotions, bookings and courses via the SharePoint webpage and Customer Service Officer Memo
- Ensure all information provided to the customer is accurate, timely and delivered in line with Yarra Leisure's guidelines and standards.

**To complete daily administrative functions including; retail and membership sales, conducting facility tours and processing memberships, whilst maintaining a safe and professional customer service area.**

- To complete a range of daily financial transactions and process an end of shift reconciliation in compliance to Yarra Leisure standards and guidelines.
- To undertake daily administrative functions relating to all membership transactions with high accuracy and in compliance to Yarra Leisure's standards and guidelines.
- Undertake a varied and wide range of administrative functions relating to retail sales, conducting facility tours and processing memberships.
- To provide sales tours for potential members using Yarra Leisure's sales processes.
- Where necessary, assist with conducting weekly phone calls to new and current members, those that are at risk of cancelling, potential prospects, and re-assessments.
- Be committed to the Continuous Improvement of Yarra Leisure's systems and processes, regularly documenting any feedback, suggestions for improvement in our Continuous Improvement (CI) Database.
- Responsible for making sure Customer Service stock levels and overall cleanliness is maintained at all times as per Customer Service KPI's.
- To ensure that brochures are up to date, stock is monitored and re-ordered if required and always be accessible to members of the community.
- Maintain a safe workplace by exercising own duty of care and adhering to established health and safety standards, policies and procedures as per Customer Service KPI's.
- Record and report any matters that may impact on the safety of employees and/or patrons to relevant area supervisors via the Tasks database as per Customer Service KPI's.
- Display a thorough understanding of all Yarra Leisure programs and Services, whilst showing commitment towards City of Yarra's policies, principals, OH&S standards and Code of Conduct.
- Respond to emergencies and provide first aid/emergency care in accordance with established emergency procedures

**ACCOUNTABILITY AND EXTENT OF AUTHORITY**

A Casual Customer Service Officer is directly accountable to the Customer Experience Team Leader for providing outstanding customer service, accurate and current information on leisure centres services and policies and both efficient and effective administrative support to the centre.

***Safety and Risk***

- 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 Casual Customer Service Officer is expected to exercise judgement in applying established procedures and practices to the day-to-day operation of the leisure facilities Customer Service area
- The Casual Customer Service Officer is also required to exercise judgement in evaluating and recommending improvements with Customer Service and Leisure Facilities operation.

### **SPECIALIST KNOWLEDGE AND SKILLS**

- Proficiency in the operation of windows based compatible word processing equipment and software, (preferably Microsoft Word, Excel and facility management system) to support written communications and effective database management.
- Ability to operate point of sales systems and databases.
- Knowledge of basic clerical/records management procedures.
- Numeracy skills to accurately process, record and report financial transactions.
- Sound knowledge of overall function and organisation of the Centre and its staff.
- Commitment to service ethic and personal service excellence.
- Commitment to ongoing training and development.
- Customer Service Officer will be required to follow all relevant policies and procedures in line with Quality Assurance (ISO 9001:2000).
- Knowledge and compliance with City of 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**

- Ability to manage time, set priorities and plan and organise own work to carry out assigned duties efficiently and effectively.
- Ability to initiate and recommend to the Customer Service Team Leader improvements to Customer Service and other routine clerical procedures.
- Ability to handle difficult customers and remain calm in an emergency situation.

### **INTERPERSONAL SKILLS**

- Ability to deal with diverse members of the public, both directly and over the phone in a friendly and professional manner.
- Written communication skills for the purpose of undertaking routine clerical duties.
- Ability to work as part of a team.

### **QUALIFICATIONS AND EXPERIENCE**

- Experience and/or training in Customer Service systems, word processing and routine clerical procedures would be an advantage.
- A current Pool lifeguard qualification is desirable.
- Ability to work early starts, late finishes and weekend shifts.
- Leisure industry experience would be an advantage.

### **KEY SELECTION CRITERIA**

- Impressive customer service skills with experience in a busy, fast paced front desk environment.
- Strong communication skills and the ability to problem solve and engage with a diverse customer base across multiple venues.
- Sales experience including but not limited to retail sales, processing membership contracts, Microsoft Office, or other Point of Sale software.
- Demonstrated commitment to being a positive and active member of a large team with a strong work-ethic.