

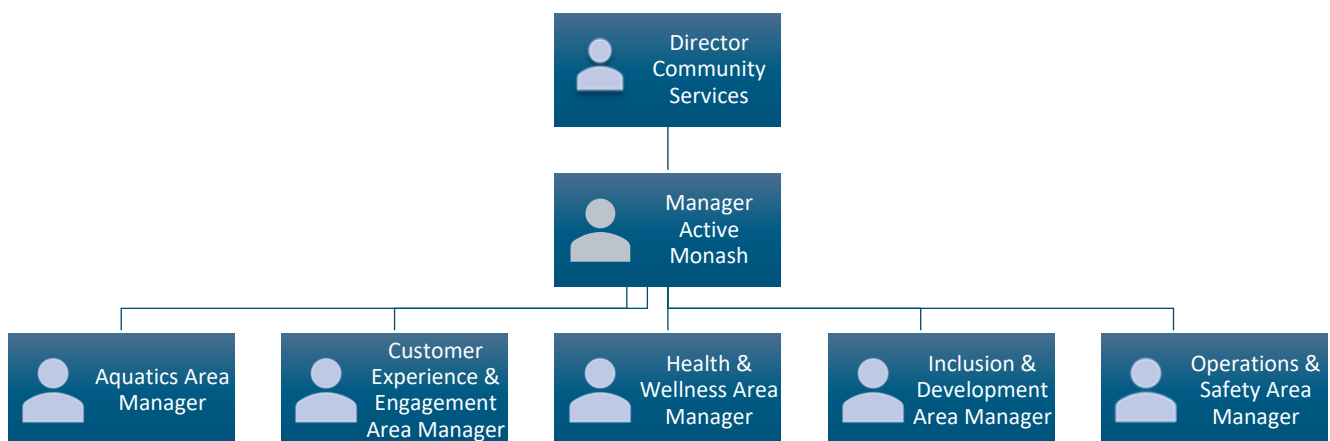
CUSTOMER SERVICE OFFICER

Position Number:	Internal
Banding/Remuneration:	Band 2
Division/Branch:	Community Services / Active Monash
Reports To:	Customer Experience Coordinator
Date Approved:	July 2020

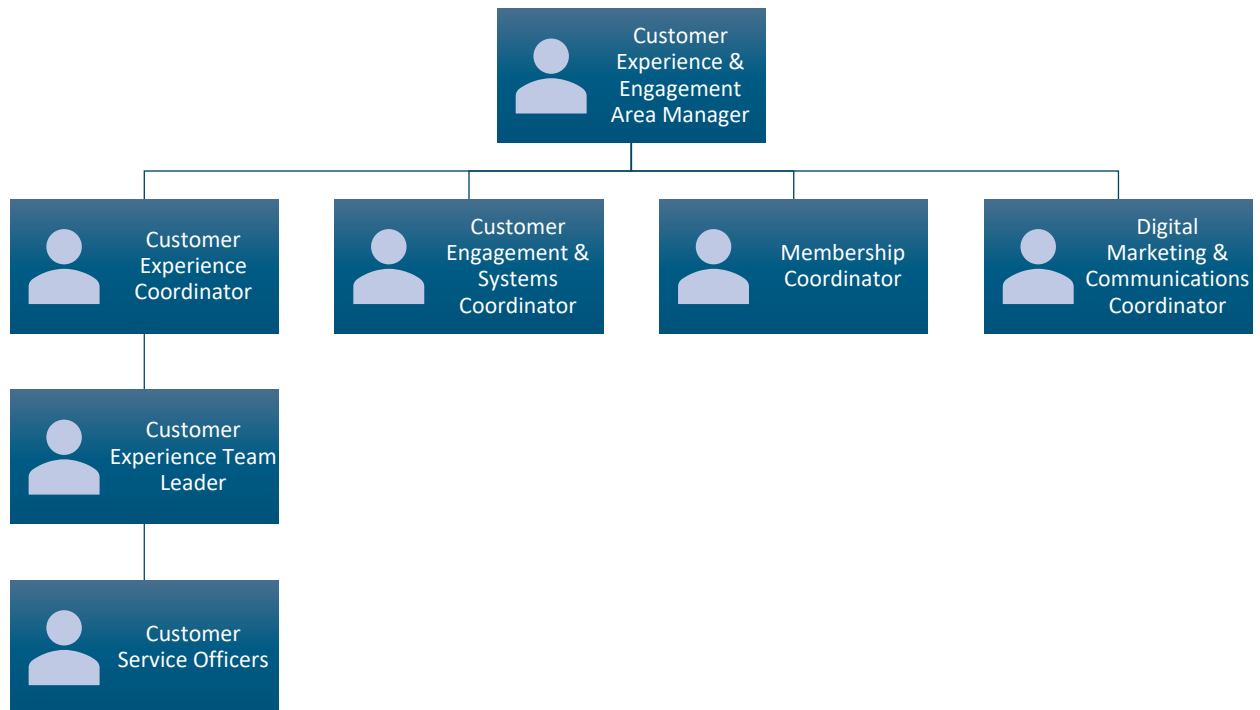
Position Objectives:

The Customer Service Officers provide the first point of contact for all patrons entering the Monash Aquatic & Recreation Centre (MARC), Clayton Aquatics & Health Club (CAHC) and Oakleigh Recreation Centre (ORC). The Customer Service Officers provide patrons with a range of services from Point of Sale (POS) for entry to the facility, information regarding programs and services and the sale of well-presented high quality products within the retail area.

Leadership Structure:



Team Structure:



Key Responsibility Areas:

Reception Operations: To ensure a high level of customer service and provide consistency across the centres, and the role will:

- Correspond with all other departments to ensure consistent and clear communication for promotions and programming
- Assist in implementing policies and procedures
- Collect and collate statistics regarding merchandise sales, attendances and other KPI's
- Provide high quality customer service for all casual visitors and centre members – Direct Service Delivery
- Undertake administrative tasks as required and assist with stock control, reordering and maintaining computer records
- Exercise sound cash management principles and use of Point of Sale software
- Maintain the professional public image of Active Monash within the Centre and create the desired safe, informative and friendly environment
- Deliver high quality customer service to patrons and visitors, providing initial support for general enquiries including new membership enquiries as the first point of contact.
- Assist with the reception function and make appropriate referrals where necessary
- Promote sales and assist patrons with product information.
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- Undertake administrative tasks as required and assist with stock control, reordering and maintaining computer records.
- Actively assist other members of the team to enhance the status of MARC, CAHC and ORC.

- Perform bookings for Centre programs and services such as Learn to Swim, birthday parties, health and fitness assessments and special events.
- Maintain cleanliness of reception, retail and foyer areas.
- Answer high volume of call's and respond accordingly to request from members and guests.
- Provide general leadership to casual CSO staff.

Accountability and Extent of Authority:

- Exercise control over POS and general cash management.
- Provide all members and guests with a high level of customer service.
- Provide accurate information relating to programs and services that operate within the centre.
- Provide initial point of reference for customer complaints and resolve issues or make appropriate referrals to other staff.
- Report and take action to resolve safety, security and OH&S issues.

Judgement and Decision Making:

- Make recommendations regarding sales and stock control.
- Determine appropriate entry charge.

Specialist Knowledge and Skills:

- Understand job requirements in context, including policies, regulations and goals of the work area
- Ability to apply standards, regulations and practice to work tasks
- High level of customer service and reception skills
- Knowledge of general computer skills, including Microsoft Office 365
- Knowledge and experience in POS transactions including database management
- Knowledge of industry Point of Sale software, including LMS and Perfect Gym Manager
- Knowledge of Occupational Health and Safety issues

Leadership Skills:

- Guide team members to engage in learning and utilisation of safe work practices
- Effective listening and questioning skills to enhance employee motivation and team culture
- Experience in educating others and driving an ethic of shared learning

Management Skills:

- Manage time, with an ability to plan ahead and set priorities
- Understanding of policies and workplace practices, and providing on-the-job training to others
- Knowledge of OH& S and safety awareness, for self and others

Interpersonal Skills:

- Ability to gain co-operation from employees and community members to meet goals

- Ability to communicate well, verbally, and in writing, to liaise with others for positive work outcomes, and provide reports as necessary
- Ability to work with others to address and resolve issues and complaints
- Well-developed oral and written communication and presentation skills
- Strong customer service orientation
- Ability to promote key programs conducted by Active Monash and make appropriate recommendations and referrals as necessary

Qualifications and Experience:

- Level II First Aid with current CPR
- Working With Children's Check
- Safeguarding Children Certificate

Key Selection Criteria:

Essential:

- Experience in providing high quality customer service in a high traffic facility
- Experience with Microsoft Office 365 and industry Point of Sale Software

Other:

- Level 2 First Aid with current CPR, or preparedness to attain
- Working with Children Check – or preparedness to attain
- Safeguarding Children Certificate – or preparedness to attain

Desirable:

- Proven experience and achievement in the leisure industry
- Experience in a retail environment including stock control, cash management and KPIs
- Experience leading a team
- Must be available for early morning, evening and weekend work.


Organisational Context:

The City of Monash has a growing, passionate and cosmopolitan population estimated around 193,000 residents (2021). We are one of Victoria's leading Councils, serving a large well established community with very highly skilled and well-educated population. Monash is a proud multicultural community with almost half of our community born overseas and coming from more than 106 countries.

These key directions are driven by a commitment to a sustainable city, inclusive services, enhanced places and good governance, across five (5) Divisions:

- Executive
- City Development
- City Services
- Corporate Services
- Community Services

Our Vision: "To be the most liveable city in Victoria"



Our Mission: “Make a difference through commitment, leadership and expertise.”

Our Values:

- **Accountability**
We are responsible for our actions and behaviours every day.
- **Respect**
We value diversity and appreciate others.
- **Teamwork**
We work collaboratively to achieve shared goals.

Monash Council is committed to be a **flexible, safe, equal, and inclusive workplace** where we embrace and support diversity.

We are committed to being a child safe organisation and have zero tolerance to child abuse.