



POSITION DESCRIPTION

Melbourne University Sport
Office of the Vice-Principal (Engagement)

Guest Services Officer

POSITION NO	0043347
CLASSIFICATION	PSC 3
SALARY	\$55,113 - \$60,852 p.a.
SUPERANNUATION	Employer contribution of 17%
WORKING HOURS	Full-time
BASIS OF EMPLOYMENT	Continuing
OTHER BENEFITS	http://about.unimelb.edu.au/careers/working/benefits
HOW TO APPLY	Online applications are preferred. Go to http://about.unimelb.edu.au/careers , select the relevant option ('Current Staff' or 'Prospective Staff'), then find the position by title or number.
CONTACT FOR ENQUIRIES ONLY	Maria Barres Tel +61 3 8344 7810 Email maria.barres@unimelb.edu.au <i>Please do not send your application to this contact</i>

For information about working for the University of Melbourne, visit our website:
about.unimelb.edu.au/careers

Position Summary

The Guest Services Officer, in conjunction with the Guest Services Coordinator, is responsible for the day to day management of the reception areas, ensuring excellent customer service delivery to all users of Melbourne University Sport (MU Sport) facilities.

The position works closely with the Guest Services Coordinator, supporting recruitment, induction, and supervision of casual staff and ensuring the reception areas are staffed effectively to meet the expectations of MU Sport customers.

The position assists in the setup, maintenance and updates of all revenue generating programmes and services of the reception desk point of sale (POS) and Gladstone systems.

The Guest Services Officer will work regular shifts at reception and is required to work outside of standard business hours. The position reports to the Guest Services Coordinator.

1. Key Responsibilities

1.1 STAFF SUPERVISION, TRAINING AND DEVELOPMENT

- ▶ Maintain regular staff communication via meetings, memos, maintenance of staff communication file, phone calls and e-mail
- ▶ Review and update the Guest Services Manual
- ▶ Assist in recruitment, induction, rostering and ongoing training of casual staff
- ▶ Assist in developing workshops for casual staff to maintain and update skills

1.2 BUDGET MANAGEMENT AND STOCK CONTROL

- ▶ Manage the sale and stock control of sporting consumables
- ▶ Resolve daily banking reconciliation issues
- ▶ Assist the Guest Services Coordinator with setting stock pricing targets

1.3 CUSTOMER EXPERIENCE

- ▶ Ensure a high level of customer service is provided to hirers of MU sport facilities
- ▶ Implement feedback strategies, respond to customer feedback, where possible resolve patron issues before escalating and resolve general problems out of normal hours
- ▶ Contribute to the ongoing development, implementation and monitoring of the customer service plan.

1.4 MEMBERSHIP ADMINISTRATION

- ▶ Respond to Direct Debit payment enquiries from members in a timely manner
- ▶ Liaise with our direct debit provider regarding payments, implementation and reporting
- ▶ Provide operational and strategic advice on the implementation of direct debit
- ▶ Process membership suspensions, cancellations and membership enquiries and any other follow up as required.

2. Selection Criteria

2.1 ESSENTIAL

- ▶ Diploma level qualification with relevant work related experience or an equivalent combination of relevant experience and/or education/training
- ▶ Demonstrated experience in and commitment to providing excellent customer service, including effective resolution of issues and complaints
- ▶ Proven ability to lead and motivate a team, as well as work collaboratively within a team to achieve results.
- ▶ Sound computer skills, with experience in using Leisure Management Software systems.
- ▶ Demonstrated organisational skills with a proven ability to prioritise and manage multiple tasks effectively
- ▶ Excellent communication skills and ability to communicate effectively with a broad range of people
- ▶ Current Royal Life Saving Society Pool Lifeguard Award (or a willingness to obtain)
- ▶ Level 2 First Aid certificate (or a willingness to obtain)

3. Special Requirements

The Guest Services officer will be required to work

- ▶ three days per week from 11am – 7pm and
- ▶ two days per week from 8.45am – 5.00pm

The incumbent may be required to work outside of these hours from time to time including after hours and weekends.

4. Job Complexity, Skills, Knowledge

4.1 LEVEL OF SUPERVISION / INDEPENDENCE

The Guest Services Officer reports to and is provided with general direction from the Guest Services Coordinator, with day to day duties performed independently. The position assists with the training and supervision of casual Guest Services/Reception staff.

4.2 PROBLEM SOLVING AND JUDGEMENT

The Guest Services Officer is required to find solutions to and resolve standard day-to-day operational issues associated with the Reception areas, staff and bookings allocations.

The Guest Services Officer is required to engage with customers on matters regarding MU Sport services and facilities, and must apply judgement to understand which issues require escalation to the Guest Services Coordinator. The position is occasionally required to resolve problems out of normal working hours/on weekends as they arise.

4.3 PROFESSIONAL AND ORGANISATIONAL KNOWLEDGE

The Guest Services Officer is required to have a good understanding of best practice customer service and be committed to continuous improvement in the context of the customer experience.

4.4 RESOURCE MANAGEMENT

The Guest Services Officer assists the Guest Services Coordinator in supervising a team of over 20 casual staff that welcome in excess of 800,000 visitors annually and represents the face of MU Sport for over 10,000 fitness and Club members.

The position assists the Guest Services Coordinator in managing the stock control of sporting consumables for sale across the front counters.

4.5 BREADTH OF THE POSITION

The position deals with a wide range of people and matters, and requires a range of skills, from good interpersonal to efficient problem solving skills under a variety of conditions and differing environments.

The Guest Services Officer must have good communication skills, with the ability to deal effectively with students, staff and external providers. Public relations skills and the ability to analyse a problem and present a positive solution are critical to the success of this position.

5. *Equal Opportunity, Diversity and Inclusion*

The University is an equal opportunity employer and is committed to providing a workplace free from all forms of unlawful discrimination, harassment, bullying, vilification and victimisation. The University makes decisions on employment, promotion and reward on the basis of merit.

The University is committed to all aspects of equal opportunity, diversity and inclusion in the workplace and to providing all staff, students, contractors, honorary appointees, volunteers and visitors with a safe, respectful and rewarding environment free from all forms of unlawful discrimination, harassment, vilification and victimisation. This commitment is set out in the University's People Strategy 2015-2020 and policies that address diversity and inclusion, equal employment opportunity, discrimination, sexual harassment, bullying and appropriate workplace behaviour. All staff are required to comply with all University policies.

The University values diversity because we recognise that the differences in our people's age, race, ethnicity, culture, gender, nationality, sexual orientation, physical ability and background bring richness to our work environment. Consequently, the People Strategy sets out the strategic aim to drive diversity and inclusion across the University to create an environment where the compounding benefits of a diverse workforce are recognised as vital in our continuous desire to service for excellence and reach the targets of Growing Esteem.

6. Occupational Health and Safety (OHS)

All staff are required to take reasonable care for their own health and safety and that of other personnel who may be affected by their conduct.

OHS responsibilities applicable to positions are published at:

<http://safety.unimelb.edu.au/topics/responsibilities/>

These include general staff responsibilities and those additional responsibilities that apply for Managers and Supervisors and other Personnel.

7. Other Information

7.1 ORGANISATION UNIT

www.sport.unimelb.edu.au

Melbourne University Sport (MU Sport) is a Department of the University, reporting to the Vice-Principal (Engagement) and the Melbourne University Sport Board, and provides high-level policy, business and financial advice to the University on the development and management of sport and recreation at the University.

Sport has a special significance for the University through the performance of sporting clubs, teams and high profile athletes that enhance the reputation of the University. The vision for sport is that the University of Melbourne is the leading Australian university in sporting performance, participation and quality of facilities.

MU Sport provides professional management of the fitness, sports and recreation facilities, programs and activities of the University and works closely with all stakeholders and external strategic partners in delivering sport and physical recreation opportunities for the University community in accordance with strategic and operational plans.

MU Sport is responsible for:

- ▶ The Sport Capital Improvement Plan for the development of campus and off campus facilities and manages all University sporting facilities in particular the University Recreation Reserve, the Ski Lodge at Mt Buller and the Boat House on the Yarra River
- ▶ Provision of fitness and recreation services and programs including fitness assessments, personal training, group fitness, physiotherapy and sports massage, support for instructional and recreational club activity, short courses and trips and tours.
- ▶ Provision of sporting opportunities including supporting teams and individual students to compete in regional, national and international student competitions including the Australian University Games, the strategic development and operations of the competitive sporting clubs, professional management and

promotion of lunch time and college sport competitions and support for elite level student athletes with the High Performance Sport Program and the provision of sporting scholarships

- ▶ Ensuring the marketing and branding of sport to support student recruitment activity and support the engagement of the alumni with University sport programs and advancement activity
- ▶ Representing the University on matters pertaining to sport and physical recreation to local, state and federal government, Australian University Sport (AUS), sporting bodies and related professional organisations.

7.2 BUDGET DIVISION

www.engage.unimelb.edu.au

The University of Melbourne's Engagement division aims to be recognised as an advocate for student needs, as a partner and resource for faculties and graduate schools, and as the facilitator of a transformative student experience.

Engagement provides strategic leadership, implementation and coordination of the Learning and Teaching strand of the University's "Triple Helix" agenda, which encompasses the development, delivery and excellence of the curriculum, social inclusion agenda, and student experience. The division delivers student and scholarly information services and manages the University's corporate communications and media activities.

7.3 THE UNIVERSITY OF MELBOURNE

Established in 1853, the University of Melbourne is a leading international university with a tradition of excellence in teaching and research. The main campus in Parkville is recognised as the hub of Australia's premier knowledge precinct comprising eight hospitals, many leading research institutes and a wide-range of knowledge-based industries. With outstanding performance in international rankings, the University is at the forefront of higher education in the Asia-Pacific region and the world.

The University employs people of outstanding calibre and offers a unique environment where staff are valued and rewarded.

Further information about working at The University of Melbourne is available at <http://about.unimelb.edu.au/careers>.

7.4 GROWING ESTEEM, THE MELBOURNE CURRICULUM AND RESEARCH AT MELBOURNE: ENSURING EXCELLENCE AND IMPACT TO 2025

Growing Esteem describes Melbourne's strategy to achieve its aspiration to be a public-spirited and internationally-engaged institution, highly regarded for making distinctive

contributions to society in research and research training, learning and teaching, and engagement. <http://about.unimelb.edu.au/strategy-and-leadership>

The University is at the forefront of Australia's changing higher education system and offers a distinctive model of education known collectively as the Melbourne Curriculum. The new educational model, designed for an outstanding experience for all students, is based on six broad undergraduate programs followed by a graduate professional degree, research higher degree or entry directly into employment. The emphasis on academic breadth as well as disciplinary depth in the new degrees ensures that graduates will have the capacity to succeed in a world where knowledge boundaries are shifting and reforming to create new frontiers and challenges. In moving to the new model, the University is also aligning itself with the best of emerging European and Asian practice and well-established North American traditions.

The University's global aspirations seek to make significant contributions to major social, economic and environmental challenges. Accordingly, the University's research strategy *Research at Melbourne: Ensuring Excellence and Impact to 2025* aspires to a significant advancement in the excellence and impact of its research outputs.

<http://research.unimelb.edu.au/our-research/research-at-melbourne>

The strategy recognises that as a public-spirited, research-intensive institution of the future, the University must strive to make a tangible impact in Australia and the world, working across disciplinary and sectoral boundaries and building deeper and more substantive engagement with industry, collaborators and partners. While cultivating the fundamental enabling disciplines through investigator-driven research, the University has adopted three grand challenges aspiring to solve some of the most difficult problems facing our world in the next century. These Grand Challenges include:

- ▶ Understanding our place and purpose – The place and purpose grand challenge centres on understanding all aspects of our national identity, with a focus on Australia's 'place' in the Asia-Pacific region and the world, and on our 'purpose' or mission to improve all dimensions of the human condition through our research.
- ▶ Fostering health and wellbeing – The health and wellbeing grand challenge focuses on building the scale and breadth of our capabilities in population and global health; on harnessing our contribution to the 'convergence revolution' of biomedical and health research, bringing together the life sciences, engineering and the physical sciences; and on addressing the physical, mental and social aspects of wellbeing by looking beyond the traditional boundaries of biomedicine.
- ▶ Supporting sustainability and resilience – The sustainability and resilience grand challenge addresses the critical issues of climate change, water and food security, sustainable energy and designing resilient cities and regions. In addition to the technical aspects, this grand challenge considers the physical and social functioning of cities, connecting physical phenomena with lessons from our past, and the implications of the technical solutions for economies, living patterns and behaviours.

Essential to tackling these challenges, an outstanding faculty, high performing students, wide

collaboration including internationally and deep partnerships with external parties form central components of Research at Melbourne: Ensuring Excellence and Impact to 2025.

7.5 GOVERNANCE

The Vice Chancellor is the Chief Executive Officer of the University and responsible to Council for the good management of the University.

Comprehensive information about the University of Melbourne and its governance structure is available at <http://www.unimelb.edu.au/governance>