



# SERVICE DESK SUPERVISOR

DEPARTMENT/UNIT	Monash Sport
FACULTY/DIVISION	Campus Community Division
CLASSIFICATION	HEW Level 4
WORK LOCATION	Clayton campus

## ORGANISATIONAL CONTEXT

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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/](http://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; Social Justice Unit; Student Engagement & Support Programs; Monash Sport; TeamMONASH; and University Health Services. For more information about the work we do, please visit <http://www.campuscommunity.monash.edu>

**Monash Sport** coordinates a wide range of aquatic, indoor & outdoor sport, health, fitness, wellness and social 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. For more information about the services we provide, [please see our website](#).

## POSITION PURPOSE

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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 & Membership Coordinator under routine supervision

**Supervisory Responsibilities:** Casual Customer Service Officers when applicable

**Financial Delegation:** Not applicable

**Budget Responsibilities:** Not applicable

## KEY RESPONSIBILITIES

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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. 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
3. Work with colleagues to maintain the Monash Sport facilities, including participating in merchandising inventories and stock management
4. 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
5. Undertake customer service and administrative tasks
6. Assist the Service Desk & Membership Coordinator with the recruitment, induction and training of Casual Customer Service Officers and in conjunction with the Service Desk & Membership Coordinator provide advice, training and performance feedback as required

## KEY SELECTION CRITERIA

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### Education/Qualifications

1. The appointee will have:
  - A Certificate IV or Diploma in Sport Administration / Management with relevant work related experience; or
  - an equivalent combination of relevant experience and/or education/training

### Knowledge and Skills

2. Considerable 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. Demonstrate good 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

## OTHER JOB RELATED INFORMATION

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- Travel to other campuses of the University may be required
- Some out of hours work may be required at various times during the year
- There may be peak periods of work during which taking of leave may be restricted
- Possession of a current Victorian Driver's License is desirable
- The incumbent must hold a current Senior First Aid (Level 2)
- The incumbent must hold a current Working with Children's Check

## **LEGAL COMPLIANCE**

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Ensure you are aware of and adhere to legislation and University policy relevant to the duties undertaken, including: Equal Employment Opportunity, supporting equity and fairness; Occupational Health and Safety, supporting a safe workplace; Conflict of Interest (including Conflict of Interest in Research); Paid Outside Work; Privacy; Research Conduct; and Staff/Student Relationships.