

Make a real difference to Maroondah



Customer Service Officer

Position Number: AQN415
Classification: EBA - Schedule 11 - Customer Service
Responsible to: Customer Service and Childcare Manager
Service Area: Leisure

Crim check - if required	Yes
Working with Children Check ID Card (Employee) - if required	Yes

Role and Summary Statement

The Customer Service Officer is responsible for providing high level, efficient day-to-day liaison with facility guests both face to face and via the telephone. Furthermore, the Customer Service Officer is responsible for the collection of facility usage fees, cash handling and reconciliation of monies in accordance with Council's Cash Handling Policy. The Customer Service Officer will work as part of the Customer Service and Administration Team and provide high quality customer service in the delivery of accurate facility information to guests, handling of customer enquiries, bookings, enrolments and processing of memberships for the facility and Maroondah Leisure.

Tasks and responsibilities

1. Actively promote the Aquanation core professional, cultural and team values
2. Provide a high level of customer service by liaising with facility guests both face to face and via the telephone.
3. Interpret guest needs and provide accurate information and preliminary advice on facility programs and services. The Customer Service Officer must possess a comprehensive knowledge of the facility services and programs, including but not limited to customer bookings, enrolments and memberships across Maroondah Leisure.
4. To ensure collection of monies, reconciling, safe usage and correct reporting procedures in accordance with Council's Cash Handling Policy is practiced. This includes a clear understanding of verifying the currency of memberships.
5. To register all payments and attendances promptly and efficiently using the Point of Sale system LINKS.
6. To accept and process bookings for the facility's various programs and services, including enrolments and crèche.
7. To fully understand and comply with tasks associated with Maroondah Council's Customer Service

Charter and Standards.

8. Present and act in a professional and reliable manner towards all facility guests, staff and key user groups ensuring a friendly and positive atmosphere is maintained.
9. Exercise initiative in reviewing work practices to assess where improvements can be made for streamlining the delivery of outstanding customer service.
10. Ensure the reception and foyer area, including the retail section are kept appropriately clean, tidy and attractive for all guests entering the facility.
11. Promote a positive image of Maroondah Leisure through professional standards of workplace/personal presentation and the efficient and effective completion of work tasks.
12. Other duties are to be performed as required by the Customer Service and Administration Coordinator.
13. Cooperate and comply with the requirements of all Maroondah City Council policies and procedures and any actions taken by Council to comply with relevant Acts and Regulations.
14. Actively support and promote Equal Employment Opportunity (EEO) within the workplace in accordance with the Equal Opportunity Act 2010, Racial Tolerance Act 2001, Disability Discrimination Act 1992, Human Rights and Equal Opportunity Commission Act 1986, Workplace Relations Act 2006, Racial Discrimination Act 1975, Sex Discrimination Act 1984, Equal Opportunity for Women in the Workplace Act 1999, Occupational Health and Safety Act 2004, Local Government Act 1989, and Council policies.
15. Cooperate and comply with the requirements of all Maroondah City Council Occupational Health and Safety policies and procedures and any actions taken by Council to comply with the Occupational Health and Safety Act 2004 and other regulations. This includes taking reasonable care for the own safety and the safety of others who may be affected by their actions or omissions, including employees, contractors, volunteers, Council customers and the community in general.
16. Observe the application of the Council Risk Management Policy and Strategy; be accountable for adherence to the same policy. Report identified hazards that may pose a risk to others and/or may give rise to an insurance claim. Ensure that all buildings, motor vehicles, equipment and other assets under your control are maintained in accordance with the defined standards and any required maintenance or damage are promptly reported to the appropriate officer for rectification. (Inspections/risk assessments should take into consideration the risk for safety, security, vandalism, burglary/theft and fire/arson).
17. Comply with the requirements of applicable privacy legislation (e.g. Privacy and Data Protection Act 2014 (Vic); Health Records Act 2001 (Vic) as amended and/or replaced from time to time.
18. Adhere to the requirements of Council's Privacy Policy, that incorporates relevant Information Privacy Principles (IPPs) and Health Privacy Principles (HPPs), as amended and/or replaced from time to time.

Organisational relationships

INTERNAL	Management and employees
EXTERNAL	General Public, Facility Members and Guests, Clubs, Industry Professional Bodies, User Groups, Emergency Services, Contractors, Stakeholders, Councillors and Schools.

Person specification

To perform the job successfully, an individual should demonstrate the following competencies and qualities:

Qualifications

Essential

- > Year 11 Pass
- > Level First Aid and CPR

Desirable

- > Certificate III in Customer Service or equivalent

Experience

Essential

- > Demonstrated ability to provide excellence in customer service delivery.
- > Proficiency in Microsoft Word and Excel and experience in Point of Sale software.
- > Demonstrated ability to work in a team environment and positively contribute to the team.
- > The ability to work under pressure and make sound judgement.
- > Well-developed interpersonal skills.

Desirable

- > Working knowledge of LINKS Point of Sale system.
- > Experience working in a customer service role within an aquatic & leisure facility.
- > A basic knowledge of the programs and operations of the facility including health club, aquatics, memberships, group fitness, crèche and recreational activities.

Other Certificates, Checks and Licenses

- > CrimCheck, Working With Children Check ID Card (Employee)

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- > Performs broad tasks involving utilisation of developed skills.
- > Work performed falls within general guidelines but with scope to exercise discretion in the application of established practices and procedures.
- > May assist others in the supervision of work of the same or lower band.
- > Is responsible for assuring the quality of work performed.
- > May provide on the job training based on own skill and experience.

JUDGEMENT AND DECISION MAKING

- > The nature of the work is clearly defined with established procedures well understood or clearly documented.
- > Some originality in approach with solutions may be required, but will usually be attributable to application of previously encountered procedures and practices.

SPECIALIST KNOWLEDGE AND SKILLS:

Indicative but not exclusive of the skills required of an employee in this level role are:

- > Estimating and ordering materials
- > Capable of working to a plan
- > Basic Administrative / Professional skills
- > Implementing an early childhood programme under direct supervision

INTERPERSONAL SKILLS:

- > The position requires oral communication skills and where appropriate written skills, with clients, members of the public and other employees

Agreement: I have read, understood and agree to comply with this position description.

Name:

Signature:

Date:

Prepared by:	Customer Service and Childcare Manager	Authorised by:	Workplace People and Culture
Date reviewed:	09/04/2019		

Selection criteria

Criteria 1.

Year II Pass, Current Senior/Level 2 First Aid Training, Current CPR, Current Working with Children ID Card (Employee).

Criteria 2.

Demonstrated experience in the ability to provide customer service to a high standard.

Criteria 3.

Demonstrated experience in handling monies and undertaking daily reconciliation through the use of Point of Sale software.

Criteria 4.

Demonstrated ability to work in a team environment and positively contribute to the team by exercising initiative in making improvements to work processes and outcomes.

Criteria 5.

Basic knowledge of the programs, services and operations of an aquatic and recreation facility.

NOTE: Candidates are required to address each of the selection criteria in their applications.

Personal capability requirements

Requirements	Frequency			
	Unlikely	Possible	Occasionally	Regularly
Passive				
Sitting - counter / desk				•
Sitting – vehicle				•
Operating telephone / computer				•
Writing / reading				•
Manual Handling				
Bending / twisting Spine	•			
Working with one or both hands above shoulder height	•			
Lifting (5kg or under p/item)			•	
Lifting (5kg or over p/item)	•			
Requiring low/light application of force	•			
Requiring medium to high application of force	•			
Lifting/holding/restraining children	•			
Exerting force in an awkward posture	•			
Holding & supporting equipment	•			
Agility				
Squatting / kneeling	•			
Looking up / looking down	•			
Reaching forwards or sideways	•			
Gripping or grabbing equipment	•			
Mobility				
Walking / standing- briefly				•
Walking / standing- extended	•			
Walking on uneven ground	•			
Climb steps/stairs	•			
Climb ladder	•			
Driving – passenger vehicle	•			
Driving – light commercial (regular drivers licence)	•			
Driving – bus (endorsed licence)	•			
Driving – machinery/heavy commercial	•			
Sensory				
Hearing – face to face / telephone conversations				•
Hearing – working with loud machinery	•			
Visual – read printed material, signage				•
Visual – computer screen, electronic signs				•
Visual – driving	•			
Visual – watching with vigilance (e.g. SXS, Lifeguard)	•			
Emotional				
Dealing with complex customers / residents			•	
Supporting dependent persons		•		
Dealing with conflict			•	•
Managing complex personal situations	•			
Providing empathy			•	
Work Environment				
Outdoor – exposed to elements, plant & equipment	•			
Confined spaces	•			
Working alone	•			
Working at heights (greater than 2m)	•			
Exposure to extensive dust	•			
Pollen (or other allergens)	•			
Exposure to polluted odours and/or chemicals	•			
Personal waste	•			

Office Use – Pre employment Medical Checks

	If selected - Musculoskeletal assessment recommended
	If selected - Audiology (hearing) assessment recommended
	If selected – Vision assessment recommended

Office Use – Other Checks

	If selected – Risk assessment for PDA recommended
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Our workplace values



Our people | Our service | Our approach

Organisational vision

We will foster a prosperous, healthy and sustainable community.

Our mission

We are dynamic and innovative leaders, working in partnership to enhance community wellbeing.

Our values

We are **ACCOUNTABLE** to each other
and our community

We collaborate in an adaptable and
SUPPORTIVE workplace

We **PERFORM** at our best

We are open, honest, **INCLUSIVE**
and act with integrity

We ensure every voice is heard,
valued and **RESPECTED**

We are brave, bold and aspire
to **EXCELLENCE**