

POSITION DESCRIPTION

CUSTOMER EXPERIENCE OFFICER

POSITION DETAILS

Date of Position Description	July 2022
Position Title	Customer Experience Officer
Position Grade	3
Directorate Business Unit	Community Services Social & Community Services
Reports to	Customer Experience Manager
Physical Requirements Category	Category 3 – Combined role with some Physical Requirements

POSITION OVERVIEW

This position is responsible for customer service excellence including, but not limited to, sales and the provision of information regarding memberships, visit passes, group fitness bookings, program enrolments, program enquiries and merchandise sales within Council's aquatic and wellness facilities.

KEY RESPONSIBILITIES

Role Specific

- Deliver customer service excellence to the community and facility users
- Generating awareness of centre activities and benefits to all enquiries, leads and prospects
- Maintain a high level of knowledge and competence that ensures familiarity with all services and programs associated with the facilities
- Attend to all customers of the centre regarding activities and programs whether face-to-face, via e-mail or telephone contact
- Administer facility transactions and actively maintain the Customer Record Management platform, including guiding customers in the efficient use of the platform.
- Ensure all relevant business and administration forms are accurate, legible and complete
- Conduct mail outs on all programs and activity matters as required
- Promote and encourage the sale of merchandise and secondary spend within the facility
- Assist with monthly stock takes of all merchandise and saleable items
- Ensure consistent high levels of cleanliness, presentation, hygiene, safety and security within the facility
- Promote teamwork and communication through collaborative work practices
- Undertake financial reconciliation and shift reports as required
- Actively participate in professional development training sessions, both internally and externally, mandatory training and all relevant team meetings. Undertake alternative duties as delegated
- Flexibility and willingness to work a 7-day rotating roster across multiple facilities

Baseline

- Promote continuous improvement and innovation in practices, optimisation of technology, procedures and recommendations with the aim of providing better service to the client base in line with the organisation's values.
- Build in performance metrics and mechanisms to identify early visibility of risks to enable mitigation approaches.

- Promote and maintain effective relationships with all external business partners including community organisations, contractors, State and Federal authorities.
- Ensure to take reasonable care of the health and safety of yourself, employees, visitors, contractors and volunteers whilst at work, and cooperate with the organisation to comply with WHS legislative obligations.
- Promote the value of diversity and inclusion in all practices, engaging with and integrating the views of others.
- Contribute to customer service and organisational effectiveness, by acting ethically, honestly and with fairness.

KNOWLEDGE

Qualifications

- NSW Working with Children Check Clearance
- Current National Police Clearance

Experience

- Previous experience in a busy customer-based environment
- Cash handling experience and/or operation of Point-of-Sale System
- Commitment to providing excellence in customer service
- Experience working independently and within a team environment

Skills

- Excellent telephone manner
- Efficient at using online based platforms for transactions and customer management

Desirable Qualifications

- AUSTSWIM or Swim Australia Teacher qualifications
- Pool Lifeguard Certificate
- Current Australian First Aid (Level 2) and Current CPR Certificate
- Fitness qualifications