

## Position Description

### Customer Service Officer/Kiosk Attendant – Aquatic Centres

#### Position profile

<b>Business Unit</b>	Libraries and Lifestyle	<b>Position number</b>	
<b>Department</b>	City Life	<b>Status</b>	Casual
<b>Salary group</b>		<b>Date endorsed</b>	
<b>Reports to</b>	Customer Service Coordinator – Aquatics		

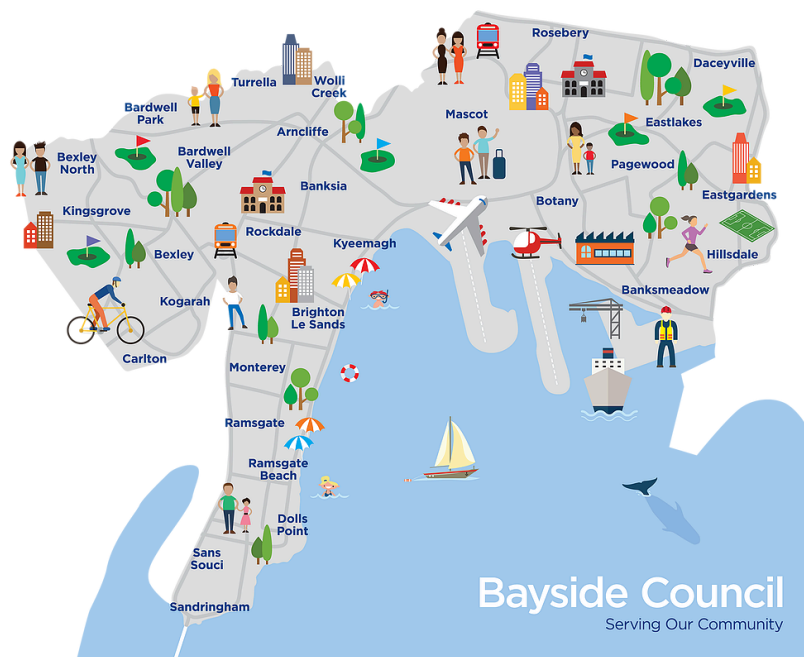
#### Overview

Bayside Council is an exciting place to work, live and play. The Bayside Council area covers approximately 50 square kilometres and over 160,000 people call Bayside home.

Bayside Council is the gateway to Sydney’s south. With significant state infrastructure within our boundaries and key transport corridors between Port Botany, Sydney Airport and greater Sydney, change is everywhere and so are the opportunities.

By working together, we are making a difference across our Council, creating a great future.

This is an exciting opportunity for an innovative, customer centric and outcomes focused individual to be part of a modern, dynamic organisation that serves the Bayside community well.



## Values

The following values were developed by Bayside Council employees and underpin our shared commitment in delivering our vision for the future.

The values guide us and define how we strengthen our working environment to deliver on the aspirations of our community.

- **Visionary Leadership** - We are all leaders - decisive, outward focused and forward thinking, setting the vision for Bayside Council today and into the future
- **Empowered People** - We are courageous and innovative - committed to making a difference in our work
- **Meaningful Relationships** - We support and invest in each other - creating a strong collaborative culture
- **Exceptional Service** - We go above and beyond - delivering an outstanding customer experience every time

## Primary purpose of the role

To provide front line service delivery to customers requiring information and/or access to the Centre, including the active sale and retention of Centre programs and retail through set procedure that will deliver outcomes to maximise customer retention, optimise facility usage and support positive customer experiences.

The role is responsible to provide service support to maintain a professional image of Council's various sporting and recreational facilities and a positive experience for patrons.

## Key accountabilities

Within the area of responsibility, this role is required to:

- Guide and direct patrons and new service users to access and use Aquatic Pool facilities safely.
- Provide customers with accurate information regarding all activities of the Centre, including entry fees, memberships, programs, and events to ensure customer needs are met.
- Be the first point of contact to resolve customer related issues and ensure a positive customer experience in all customer interactions to maximise customer satisfaction and retention.
- Implement operational systems and procedures to ensure all venue operational requirements are met and maintain high standards of service delivery, venue presentation, safety, and security.
- Carry out emergency response activities and plans in line with the Centre's Emergency Management response plans.
- Coordinate sales activities and tours for new and prospective customers to build and maintain a dedicated member base by influencing appropriate, informed, and committed membership and program decisions.
- Process all transactions through a computerised point of sale system, complete accurate reconciliations, and follow all sales and customer service procedures to meet monthly targets.
- Liaise with other work areas to provide and seek information relative to daily operations of the Centre.
- Ensure potential safety issues which may cause injury or illness to staff or patrons are addressed or reported immediately.
- Ensure Child Safe Practices and procedures are implemented and complied with to mitigate risks.

- Ensure that all assets/supplies are stored securely and properly accounted for.
- Maintain confidential and accurate individual records to meet legislative and regulatory requirements and to provide operational advice.
- Assist with the development and implementation of improved customer service processes, sales plans, retention strategies, and membership promotions.
- Respond to in person and by phone and provide follow up on patron enquired, needs, and concerns in a timely manner to improve and maintain a quality service.
- Undertake a range of administrative functions including cash handling reconciliations, bookings, set-up, cleanliness and presentation, and opening and closing of the Centre in line with established procedures.
- When working in the kiosk, maintain the kitchen, all equipment and utensils in a clean and hygienic manner and in good working order.
- Prepare and serve food and beverage items in line with the approved menus and maintain food safety standards as required.
- Promote the positive and collaborative culture and values of the organisation through open, fair, and transparent decision making and ethical, professional behaviour.
- Work in collaboration with and assist the team, Manager, and other key stakeholders to achieve business unit goals, work requests, demands and Council priorities.
- Undertake other tasks and actions as assigned by the Supervisor.

## **Key challenges**

- Responding in a timely manner to a range of different enquires given service peaks and demands and the need to maintain exceptional levels of customer service.
- Maintaining high standards of service provision in the environment of increasing customer expectations.

## **Role Dimensions**

### **Decision Making**





- The role is accountable for the delivery of tasks to meet expectations in terms of quality, deliverable, and outcomes.
- Guided by Council-agreed strategic plans, statutory guidelines, and relevant legislation.

### **Essential Requirements**

- Excellent customer service skills and experience.
- Food handling certificate recognised in NSW.
- Current First Aid and CPR qualification.
- Current Working with Children Check (NSW).
- Hours of work between 5am and 11pm Monday to Sunday. However, commencing and finishing times will be flexible and depend on operational needs.

## Competency summary

Below is the full list of competencies adapted from the NSW Public Sector Capability Framework and the level required for this role. The competencies in bold are the focus competencies for this role. Refer to the next section for further information about the focus competencies.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Foundational
	<b>Act with Integrity</b>	<b>Foundational</b>
	Manage Self	Foundational
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	<b>Think and Solve Problems</b>	<b>Foundational</b>
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	<b>Technology</b>	<b>Foundational</b>
	Procurement and Contract Management	Foundational
	Project Management	Foundational

## Focus Competencies

The focus competencies for the role are the competencies in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Act with Integrity	Foundational	<ul style="list-style-type: none"> <li>Behave in an honest, ethical and professional way</li> <li>Take opportunities to clarify understanding of ethical behaviour requirements</li> <li>Identify and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role</li> <li>Speak out against misconduct, illegal and inappropriate behaviour</li> <li>Report apparent conflicts of interest</li> </ul>
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>Support a culture of quality customer service in the organisation</li> <li>Demonstrate a thorough knowledge of the services provided and relay to customers</li> <li>Identify and respond quickly to customer needs</li> <li>Consider customer service requirements and develop solutions to meet needs</li> <li>Resolve complex customer issues and needs</li> <li>Co-operate across work areas to improve outcome for customer</li> </ul>
<b>Results</b> Think and Solve Problems	Foundational	<ul style="list-style-type: none"> <li>Find and check information needed to complete own work tasks</li> <li>Identify and inform supervisor of issues that may impact on completion of tasks</li> <li>Escalate more complex issues and problems when these are identified</li> <li>Share ideas about ways to improve work tasks and solve problems</li> <li>Suggest improvements to work tasks for the team</li> </ul>
<b>Business Enablers</b> Technology	Foundational	<ul style="list-style-type: none"> <li>Display familiarity and confidence in the use of core office software applications or other technology used in role</li> <li>Understand the use of computers, telecommunications, audio-visual equipment or other technologies used by the organisation</li> <li>Understand information, communication and document control policies and systems, and security protocols</li> <li>Comply with policies on acceptable use of technology</li> </ul>

## Corporate Obligations

<b>Budget</b>	Council adopted budget for financial year.
<b>Delegations</b>	Decisions associated with this position are to be made in accordance with the Delegations of Authority approved by the General Manager.
<b>Risk Management</b>	Contribute to Council's risk management framework.
<b>Integrated Management Systems</b>	Continually review policies, procedures & processes to increase organisational effectiveness and efficiency and create a culture of innovation and continuous improvement.
<b>Workplace Health and Safety</b>	<p><b>Workers</b> have overall responsibility, accountability and authority to ensure their workplace is a healthy and safe workplace for all workers and will have the following work health and safety (WHS) responsibilities:</p> <ul style="list-style-type: none"> <li>• Participate in the implementation of WHS information within Council's Safety Management System (SMS)</li> <li>• Participate in consultation of WHS issues in their area of responsibility and WHS reporting, risk assessment and incident investigations</li> <li>• Develop the necessary knowledge and skills to effectively enable you to carry out your WHS responsibilities that are assessed through KPIs noted in your Individual Work Objectives</li> <li>• Wear personal protective equipment and follow safe work procedures, where relevant</li> <li>• Report all hazards, near misses, and incidents as soon as practical to Manager, Coordinator or Team Leader and no later than 24 hours following the event, and</li> <li>• Participate in incident investigations and risk assessments within 24 hours of notification.</li> </ul> <p><b>INDOOR EMPLOYEE:</b></p> <p>To be aware of appropriate procedures in relation to safe manual handling techniques when undertaking work tasks, including:</p> <ul style="list-style-type: none"> <li>• Lifting/moving files, storage boxes etc,</li> <li>• Moving equipment for set up and storage,</li> <li>• Moving tables and chairs for meetings or training,</li> <li>• Sitting and working posture when in meetings and at the workstation.</li> </ul>
<b>Code of Conduct</b>	All staff are required to adhere to the Code of Conduct and associated policies, including, but not limited to Gifts and Benefits policy; Secondary Employment policy; Public Interest Disclosure policy; and Bullying & Harassment Prevention policy.
<b>Customer Service</b>	Provide quality customer service to external and internal customers in accordance with Council's values, policies and procedures.
<b>Records Management</b>	Comply with Council's Records Management policies, procedures and guidelines.

<b>Disclosures of Interest</b>	Disclose pecuniary interests (if a designated person in accordance with s 441 of the Local Government Act 1993).
<b>Equal Employment Opportunity</b>	Comply with EEO based legislation and Council's policies, procedures and guidelines.

<b>HUMAN RESOURCES USE</b>	
Does this position fall under the definition of child related employment?	<b>Yes</b>
Does this position require incumbent to undergo criminal reference check?	<b>Yes</b>
Does this position require incumbent to demonstrate good driving record or possess a specific licence?	<b>No</b>
<b>Specify licence:</b>	
Will incumbent need to make disclosure of pecuniary interest?	<b>No</b>
Could there be a conflict of interest with secondary employment?	<b>Yes</b>