

Position Description

Customer Service Officer - Recreational Facilities

Position profile

Business Unit	Libraries and Lifestyle	Position number	
Department	City Life	Status	Casual
Salary group		Date Endorsed	27 June 2017
Reports to	Facility Supervisors as directed		

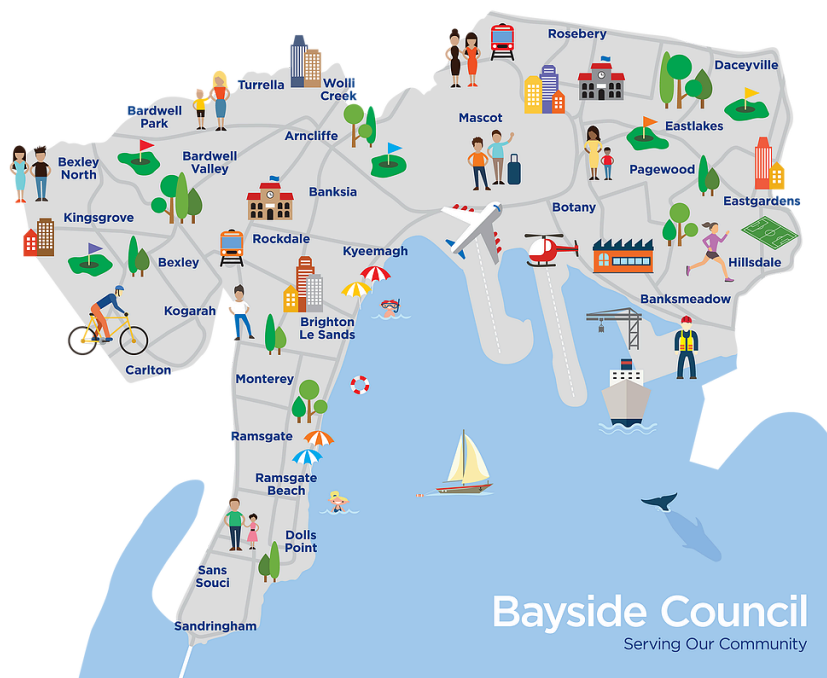
Overview

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

The role will act as the face of Council's staffed recreational facilities across Bayside and be responsible for promoting their professional image within the community, whilst ensuring a positive experience for patrons. Providing first class customer service and people skills, the role will ensure that patrons enjoy accessible, safe, and activated recreational facilities across Bayside.

The role is dynamic, think desk to deck and everything in between, as the role will also be responsible for the day-to-day operations of these facilities, including both front of house and back of house duties.

The role is multisite, and your place of work can and will be anywhere within the Bayside LGA.

- Arncliffe Youth Centre (Indoor Sports and Youth Facility)
- Botany Aquatic Centre
- Botany Golf Pro Shop
- Other facilities as defined by Council

Key accountabilities

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

- Provide exceptional customer service and experience for patrons.
- Undertake a range of administrative tasks and duties, record keeping and communication requirements utilising software applications like Microsoft Word, Excel, and Outlook.
- Guide and direct patrons and to access and use facilities safely.
- Respond and provide follow up on patron enquiries, needs and concerns in a timely manner to improve and maintain quality service.
- Identify, respond to, escalate, and report incidents or any potential hazards which may cause injury or illness to staff or patrons.
- Provide information about the facilities and services to ensure maximum participation and benefit to the patrons and the community.
- Undertake a range of administrative functions including cash handling, retail sales, reconciliation, and banking, opening, and closing of facilities, stock set and replacement and bookings in line with established procedures.
- Scheduling and time keeping, ensuring patrons keep to the defined booking schedule.
- Maintain the cleanliness and presentation of facilities to comply with safety and hygiene requirements, general cleaning will be required.

- Set up and pack down spaces according to booking requirements, general lifting and physicality will be required.
- Utilise software applications like bookings systems, customer management software (CRM), point of sale systems and finance systems (training provided).
- Assist team members with tasks associated with delivery of smooth operations.
- Contribute to team input regarding review of policies and procedures.
- 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, facility supervisor, and other key stakeholders to achieve business unit goals, work requests, demands and Council priorities.
- Tasks as defined by your direct supervisor, be an all-rounder.

Key challenges

- Responding in a timely manner to a range of different enquiries given service peaks and demands and the need to maintain exceptional levels of customer service.
- Operate across multiple facilities as rostered and required.

Role Dimensions

Decision Making

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

Essential Requirements





- Strong interpersonal and communication skills, be people-focused.
- Intermediate knowledge of Microsoft Word, Excel, and Outlook.
- Confidence in the use of software applications like bookings systems, customer management software (CRM), point of sale systems, finance systems (training provided).
- Current First Aid Certificate relevant to the role (or wiliness to obtain).
- Current Working with Children Check (NSW) (or wiliness to obtain).
- Current driver's license is preferred, but a willingness to travel across Bayside will be an acceptable substitute.

Desirable Experience

- Previous experience in the delivery of recreational facilities.
- Retail sales experience, cash handling, end of day reporting and facilities management know-how.
- Previous experience working in a government setting.

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
	Act with Integrity	Foundational
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	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
Personal Attributes Manage Self	Intermediate	<ul style="list-style-type: none"> Adapt existing skills to new situations Show commitment to achieving work goals Show awareness of own strengths and areas for growth and develop and apply new skills Seek feedback from colleagues and stakeholders Maintain own motivation when tasks become difficult
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> Support a culture of quality customer service in the organisations Demonstrate a thorough knowledge of the services provided and relay to customers Identify and respond quickly to customer needs Consider customer service requirements and develop solutions to meet needs Resolve complex customer issues and needs Cooperate across work areas to improve outcomes for customers
Results Think and Solve Problems	Foundational	<ul style="list-style-type: none"> Find and check information needed to complete own work tasks Identify and inform supervisor of issues that may impact on completion of tasks Escalate more complex issues and problems when these are identified Share ideas about ways to improve work tasks and solve problems Suggest improvements to work tasks for the team
Business Enablers Finance	Foundational	<ul style="list-style-type: none"> Understand that government services budgets are limited and must only be used for intended purposes Appreciate the importance of accuracy and completeness in estimating costs as well as calculating and recording financial data and transactions Be aware of financial delegation principles and processes Understand compliance obligations related to using resources and recording financial transactions

Corporate Obligations

Budget	Council adopted budget for financial year.
Delegations	Decisions associated with this position are to be made in accordance with the Delegations of Authority approved by the General Manager.
Risk Management	Contribute to Council's risk management framework.
Integrated Management Systems	Continually review policies, procedures & processes to increase organisational effectiveness and efficiency and create a culture of innovation and continuous improvement.
Workplace Health and Safety	<p>Workers 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"> • Participate in the implementation of WHS information within Council's Safety Management System (SMS) • Participate in consultation of WHS issues in their area of responsibility and WHS reporting, risk assessment and incident investigations • 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 • Wear personal protective equipment and follow safe work procedures, where relevant • 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 • Participate in incident investigations and risk assessments within 24 hours of notification. <p>OUTDOOR EMPLOYEE:</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"> • Correct techniques for activities such as lifting, digging, planting, weeding, topdressing, cleaning etc. • Use of correct postures, harnesses, etc while using machinery or equipment such as mowers, brushcutters etc. • Appropriate variation of duties throughout the day. • Keeping work area organised and tidy. • Safe and correct use, storage and transportation of chemicals.
Code of Conduct	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.
Customer Service	Provide quality customer service to external and internal customers in accordance with Council's values, policies and procedures.

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

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