

Town of Victoria Park - Position Description

POSITION IDENTIFICATION	
POSITION TITLE: Customer Service Officer	CURRENT INCUMBENT:
DIVISION: Corporate Services	LEVEL: Level 2
SECTION: Leisure Facilities	HOURS:
LOCATION: Leisurelife Centre & Aqualife Centre 34 Kent Street Somerset Street EAST VICTORIA PARK WA 6101	AWARD / AGREEMENT: Town of Victoria Park Employee Collective Agreement 2007
REPORTS TO: Administration & Customer Service Manager	SUPERVISES: Nil.

ACCOUNTABILITY OBJECTIVES	
KEY FOCUS OF THE TEAM: <ul style="list-style-type: none"> • To provide a high level of customer service and ensure the Centre's operations are both effective and efficient and are provided in a friendly manner. 	KEY FOCUS OF THIS POSITION: <ul style="list-style-type: none"> • To provide an excellent level of friendly customer service at all times whilst promoting the Centre.

REQUIREMENTS OF THE POSITION
<p>SKILLS, KNOWLEDGE & EXPERIENCE:</p> <p>Skills</p> <ol style="list-style-type: none"> 1. Highly developed interpersonal, verbal communication and customer service skills 2. Excellent telephone manner 3. Sound keyboard and typing skills – particularly in the utilisation of MS Office suite 4. Demonstrated ability to work unsupervised and manage own workload 5. Well developed financial processing and cash handling skills 6. Well groomed and of clean and tidy appearance 7. Ability to work flexible hours to suit the needs of the service 8. Commitment to multi-skilling and flexibility in the workplace <p>Knowledge</p> <ol style="list-style-type: none"> 1. Knowledge of Centre services and functions 2. Knowledge of administrative procedures <p>Experience</p> <ol style="list-style-type: none"> 1. Experience in a service environment, dealing with the public <p>Qualifications and/or Training</p> <ol style="list-style-type: none"> 1. Year 10 English or equivalent qualification 2. Training in communications, customer service, computer use, time management and office procedures. 3. Senior First Aid Certificate 4. National Police Clearance 5. Commitment to an ongoing personal and professional development program

OUTCOME 1: *Achieving customer focussed service*

- Deliver excellent customer service in accordance with the Town's Customer Service Charter;
- Deal with enquiries by members of the public and provide the required information in a timely, efficient and friendly manner;
- To ensure that Council policies, management practices and by-laws are adhered to and applied to the operations;

OUTCOME 2: *Service Delivery*

- Demonstrate ongoing commitment to the Town's customer service / best practice initiatives;
- Ensure that information provided is correct, factual, timely, customer focused and in accordance with relevant legislation, council policies, procedures and processes;
- Work effectively in a team environment to ensure the achievement of all outcomes in a timely manner;
- To promote the Centre at every opportunity and continually strive to improve services;
- Present a professional image at all times;
- Ensure telephone calls are responded to in a timely and effective manner;
- Ensuring the Reception area is clean, neat and tidy at all times;
- Ensure team contacts are aware of playing dates and times;
- Assist in preparation of fixtures for new seasons, produce final fixtures and eligibility lists for teams and ensure team contacts are always remain well informed;
- Take bookings and tours when necessary;
- Cash handling;
- Provide sports clientele with a range of current and timely information relating to sports – through effective communication, flyers, posters, brochures etc;
- Other duties as directed.

OUTCOME 3: *Clerical Support*

- Provide clerical support as required, preparing correspondence, reports and other documents;
- Assist with arranging meetings, functions and prioritising work to meet organisational deadlines;
- Collate, distribute and file correspondence.

OUTCOME 4: *Financial Management*

- To operate the point of sale to accurately record attendance statistics and financial data;
- Receipt, processing and reconciliation of all monies received both over the counter and by mail;
- Ensure that cash is kept in a secure manner, correctly labeled for storage and to report any known errors or discrepancies;
- To ensure that the float is correct at the beginning and end of each shift;
- Responsible for all filing of receipts, remittances and computer batches enabling easy access.

OUTCOME 5: *Continuous Improvement*

- Ensure that the services offered by the Centre continue to meet the needs of it's community;
- Ensure the Centre is flexible to enable it to change to meet any new trends.

OUTCOME 6 *Industrial Awards, Occupational Safety & Health and EEO legislation are applied and observed*

- Adopt safe practice in carrying out all tasks to ensure a safe working environment exists at all times;
- Report ALL accidents, incidents and hazardous situations arising in the course of work;
- Comprehend and implement emergency procedures when required.

PRINCIPAL CONTACTS	
WHO	PURPOSE
<p>Internal</p> <ul style="list-style-type: none"> • Departmental and inter-departmental staff • Management <p>External</p> <ul style="list-style-type: none"> • General Public • Community Groups • Emergency Services • Contractors • Government Departments 	<ul style="list-style-type: none"> • To ensure the Town and Centre's objectives are met through effective and efficient outcomes.

EXTENT OF AUTHORITY
<p>This position operates within established guidelines, procedures and policies of Council, and regular supervision from the Manager.</p> <p>This position is required to undertake:</p> <ul style="list-style-type: none"> • This position is responsible for the provision of excellent customer service to both internal and external customers. • This position has clear direction of what to do under various circumstances when providing routine information and assisting the public. <p>This position may make recommendations on:</p> <ul style="list-style-type: none"> • Matters within the ambit of the role and activities of customer service. • Implementation of new services and/or programs for the Council. • Development and review of policies and procedures concerning customer service.

ANNUAL REVIEW
<p>At least once in each calendar year the Administrator will conduct an evaluation of the Customer Service Officer's performance. The annual review will include an assessment of achievement against performance objectives.</p>

POSITION & INCUMBENT DETAILS: Note: Both parties are to sign and date the areas provided to indicate their mutual agreement of the requirements of the position.

<p>Current Incumbent:</p> <p>Signed: Incumbent: _____</p> <p>Date: _____</p> <p>Manager: _____</p> <p>Date: _____</p>	<p>Prepared By: Human Resources</p> <p>Date: _____</p> <p>Approved By: _____ Brian Callander Director Corporate Services</p> <p>Date: _____</p>
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PD REVIEW RECORD:

We the undersigned, agree that both parties mutually agreed upon the amendments made to this position description.

INCUMBENT:	Relevant Director:	DATE: