

# POSITION DESCRIPTION

<b>POSITION</b>	<b>POSITION NUMBER</b>
Customer Experience Officer	<b>1613</b>
<b>CLASSIFICATION</b>	<b>ANZSCO CODE</b>
<b>Band 3</b>	<b>621111</b>
<b>DEPARTMENT</b>	<b>DIVISION</b>
<b>Recreation Services</b>	<b>Community Wellbeing</b>
<b>AGREEMENT</b>	<b>LOCATION</b>
Ballarat City Council Enterprise Agreement No. 9, 2023	<b>BALC</b>

## Position Objectives

- Provide high quality customer service.
- Ensure the effective and efficient day to day performance within the Customer Service team.
- Ensure team rules and the organisations code of conduct are followed within the team.
- Act as first escalation point for process and customer escalations.
- Serve customers as required.
- Other duties as required.

## Key Responsibility Areas

- Responsible for the provision of high-quality direct service to patrons, including;
- Prompt, friendly, knowledgeable and efficient response to requests, enquiries and complaints by customers;
- Follow through on all commitments made to customers in relation to requests, enquiries and complaints;
- Assist customers with applications, registrations and other documentation and processes relating to Centre services.
- Provision of friendly and efficient assistance and advice on customer service matters to Centre staff, including
- Assistance with individual customer issues;
- Advice on services and organisational procedures from the customer service perspective.
- Identify opportunities to improve Customer Service processes.
- In addition to the above, the Customer Service Officer will be responsible for;
- Ensuring the accurate receipting of customer service financial transactions.
- Contributing and participating in organisational projects as agreed.
- Participating in the on-going development of the customer service function and assisting with staff training as required.

From a Health & Safety perspective the City of Ballarat requires the following:

## All Employees and Volunteers

- Report hazards, incidents, injuries and unsafe practices as soon as possible.
- Constructive participation in investigations and assistance in implementing corrective actions.
- Wear PPE and follow safe work procedures as directed.
- Constructively participate in monthly team meetings.
- Comply with the City of Ballarat safety system
- Participate constructively in all forums set up to investigate, improve or communicate safety.

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<b>REPORTS TO:</b> Customer Service Team Leader	<b>DIRECT REPORTS:</b>
<b>ORGANISATIONAL RELATIONSHIPS</b>	
Internal: All Staff	External: General Public Community Groups and Schools

## Accountability and Extent of Authority

- Responsible for the provision of efficient and accurate information within the Customer Service team and deliver a quality customer focused service.
- Responsive to internal and external enquiries in the first contact.
- Responsible for effective referral to relevant business units or appropriate officer/s.
- Responsible for maintaining discretion and confidentiality of customers' requirements.
- Adherence to the organisation's principles and policies in confidentiality.

## Judgement and Decision Making

- Responsible for on-the-spot assessment of individual customer needs.
- Apply the use of lateral thinking to find solutions to problems.
- Discretion to refer or advise customers to follow a particular course of action.
- Utilise judgement in the delivery of technical knowledge, supported by each business unit within the organisation.
- Utilise discretion when dealing with customers with sensitive issues or needs.

## Specialist Skills and Knowledge

- Understanding of team dynamics.
- Ability to adhere to health and safety policies and procedures within a team environment.
- An ability to impart knowledge and information on BALC's products, services and policies to other employees, in conjunction with management, in a language which is understandable to the community.
- A strong knowledge of and commitment to both the principals and practice of high quality customer service.
- Ability to acquire and update a thorough knowledge of Centre services and procedures.
- A high level of competence in the operation of Windows-based programs and other relevant data systems.
- Demonstrated ability to quickly acquire knowledge of other relevant systems.
- Cash handling skills.

## Management Skills

- Ability to prioritise and achieve position objectives in the most efficient way possible with specific resources and within reasonable timeframes.
- Sound time management skills.
- Solid organisational and prioritising skills.

## Interpersonal Skills

- Demonstrated listening and empathetic skills.
- High level liaising and consultative skills.
- Exceptional verbal communication skills across all levels of staff.
- Excellent skills in written communication including correspondence and reports produced.
- Ability to discuss and resolve problems – internally and externally.

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- Ability to gain co-operation and assistance from customers and other employees.
- Demonstrated commitment to the principles and practices of teamwork whilst striving to make an individual contribution to the organisation.

## Qualifications and Experience

- Substantial experience in a diverse customer service environment, preferably within the recreation industry.
- Exceptional working knowledge of Microsoft Office Suite.
- Working with Children Check and Police Check.

## SELECTION CRITERIA

- Relevant experience within a customer facing and fast paced environment.
- Strong written and verbal communication skills with the ability to relate effectively with a range of people.
- Ability to work effectively within a team environment demonstrating a can-do attitude and a positive work ethic.
- An understanding of the services and programs provided at the Ballarat Aquatic and Lifestyle Centre.
- Available to work a broad range of shifts within centre opening hours:
  - Monday to Friday 5.30am to 9.00pm
  - Saturday: 5.30am to 6.00pm
  - Sunday: 7.30am to 6.00pm

## ACKNOWLEDGEMENT

Please sign and date to acknowledge you have read and understood this position description.

Name:

Signature:

Date:

*The City of Ballarat is committed to being a child safe organisation and has zero tolerance for child abuse and harm. We are committed to providing an environment and culture that promotes the safety, health and well-being of children and young people and which provides a voice to all children, including those from an Aboriginal and Torres Strait Islander background, with disabilities and from culturally, religiously and linguistically diverse backgrounds. We have policies, procedures and training in place that support our employees, volunteers and contractors to achieve these commitments and to ensure all children are listened to, their views respected, and their contribution recognised to ensure Council environments are safe.*