

POSITION DESCRIPTION

1. POSITION DETAILS

Position Title:	Customer Service Team Leader
Department:	Community and Library Services
Reports to:	Enfield Aquatic Centre Coordinator
Direct reports:	Casual Customer Service Officers
Grade:	5

2. POSITION PURPOSE

To ensure the Enfield Aquatic Centre (EAC) delivers the highest quality of customer service and facility information to all customers, user groups, program participants and the general community.

3. ESSENTIAL CRITERIA

- Demonstrated experience working in a leadership role in customer service.
- Ability to supervise and support a team, including provision of training.
- Proven commitment to providing quality customer services and interacting with diverse people.
- Demonstrated knowledge with facility booking systems and purchasing systems.
- Highly developed organisational and cash handling skills.
- Highly developed word processing and database skills.
- Highly developed communication skills, written and verbal.
- Senior First Aid Certificate and Resuscitation Certificate.
- Current Working with Children Check.
- Demonstrated commitment to EEO, WH&S and Cultural Diversity principles.

Desirable Criteria

- Working knowledge of computer facility management systems.
- Experience in delivery and management of community recreation programs.

4. MAJOR ROLE AND CHALLENGES OF THE POSITION

The major role and challenges of the position of Customer Service Team Leader are to:

- Providing leadership and direction to the Customer Service staff.
- Delivery of high quality customer services, including face to face, electronic and telephone interactions.
- Ensuring appropriate cash handling practices are maintained at all times, including during peak periods of the operation.
- Ensuring all public information for the centre is up-to-date and accurate including distribute and manage promotional materials and electronic media.
- Understand and deal effectively and innovatively with the range of activities that the position involves and deliver results within the established time deadlines.
- Work as a team player with the Coordinator, Team Leaders and other staff of the centre.

5. WH&S RESPONSIBILITIES

All employees and contractors will actively ensure safe practices are followed and take reasonable care in the performance of their work to prevent work related injuries to themselves and others. In particular, they shall:

- Maintain safe work conditions and use safe work practices at all times;
- Report all defective equipment, possible hazards and unsafe work practices immediately to their Supervisor, Team Leader or WH&S Representative;
- Assist in the implementation of Council's WH&S program;
- Comply and cooperate with all safety directions, instructions and training;
- Attend all training courses related to their position; and
- Wear the correct PPE at all times

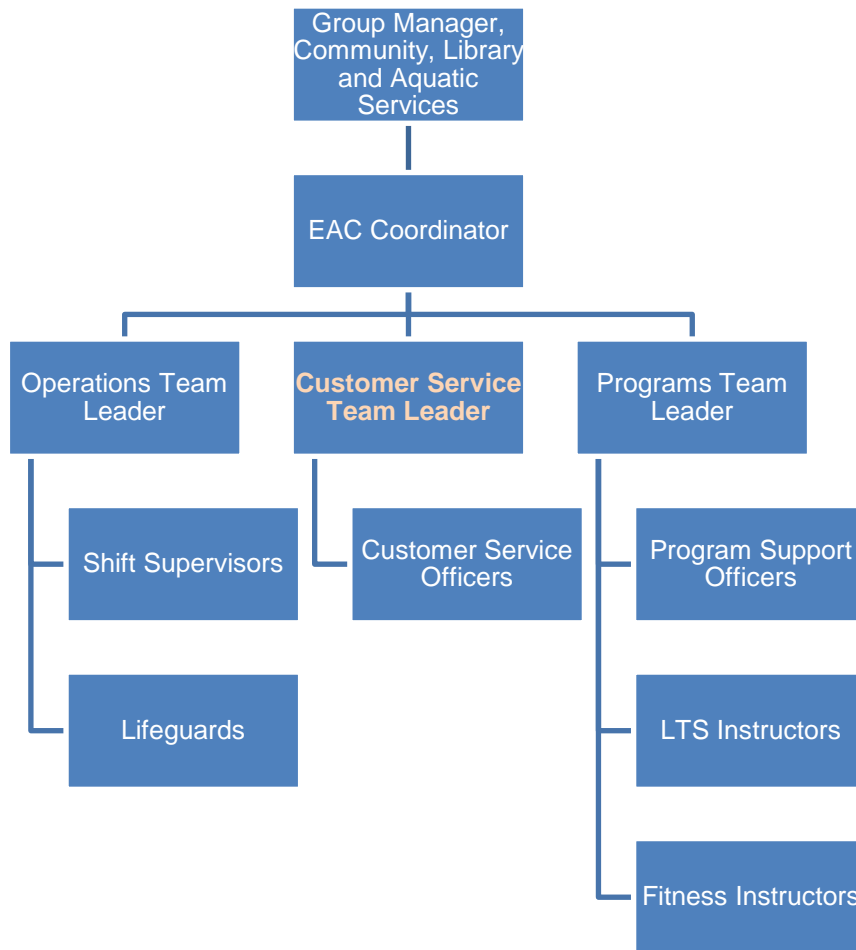
6. KEY ACCOUNTABILITIES

- Develop, document and apply work procedures and instructions to ensure maximum efficiency and customer service and minimise disruption to customers, in conjunction with the EAC Coordinator.
- Supervise Customer Service Officers.
- Prepare draft rosters for customer services staff, as required, for approval by the EAC Coordinator
- Maintain Point of Sale (POS) Systems.

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- Operate reception and merchandising areas effectively and efficiently.
- Carry out cleaning and maintenance to specified quality standards.
- Coordinate daily opening and closing procedures and system/equipment checks.
- Induct all new employees and train staff on the EAC's systems, services and programs
- Maintain honest and accurate dealings in all money transactions, including receipt of entry monies and sale of goods and services and balancing of cash against receipts and record systems.
- Accurately record all facility bookings and coordinate invoicing and hirer account reconciliation.
- Coordinate appropriate responses to all enquiries via face to face, telephone, email or social media to a professional standard.
- Assist the Coordinator to prepare regular reports, including graphs and tables.
- Assist the Coordinator in relation to employee timesheets.
- Prepare purchase orders and undertake appropriate purchasing administration.
- Use Council's authorised recordkeeping system to create and receive documents including emails, in accordance with Council's Records Management Plan.
- In conjunction with the EAC Coordinator, establish and report on workplan KPIs.

7. ORGANISATIONAL RELATIONSHIPS



APPROVAL OF POSITION DESCRIPTION	
<ul style="list-style-type: none"> • This position description has been reviewed and accurately describes the job. • Job qualifications are relevant to the position. • If changes are required to be made to your position description, please contact the Executive Manager Organisation Development for advice on alterations. 	
General Manager:	Date:
Position Holder:	Date: