

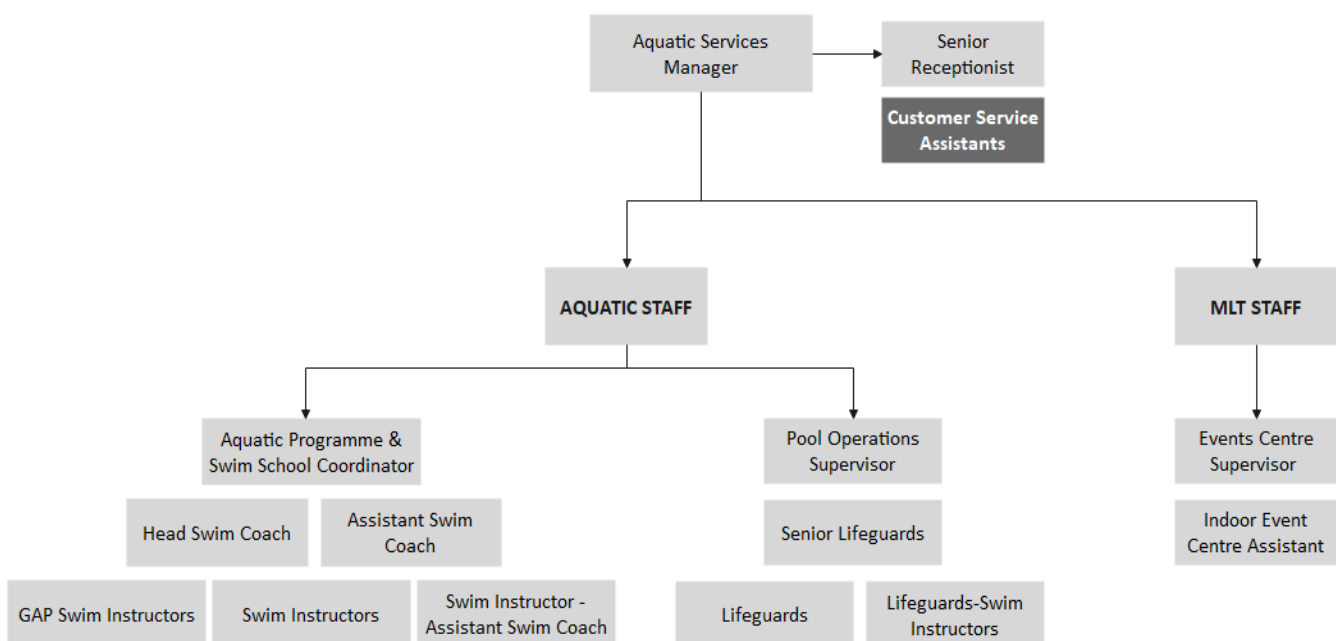
POSITION DESCRIPTION

Job Title:	Customer Service Assistant, Part Time
Department:	Gore Multisport Complex
Responsible to:	Senior Receptionist
Responsible for:	No staff report under this role
Date:	June 2024
Position Holder:	Vacant
Hours:	Part-time, minimum of 30 hours per fortnight, according to the roster, Monday to Sunday, 05:30 am -8:30 pm. The roster is attached at the end of this position description.

Purpose

To provide “front-line” professional customer service to members of the public by responding to both telephone and counter enquiries. The position is the first contact for public enquiries at the Gore Multisports Complex, incorporating the Gore Aquatic Centre, Ice Sports Southland and the MLT Indoor Event Centre.

Organisation Context



Functional Relationships

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/Lead	Deliver to
Internal	Aquatic Service Manager	✓	✓		✓		✓
	Senior Receptionist	✓	✓		✓		✓
	Supervisors and Aquatic staff	✓	✓		✓		✓
	Other council staff	✓			✓		✓
External	Public Members	✓		✓	✓		✓
	District Schools	✓	✓	✓	✓		✓

Key Results Area

The position objectives of the Customer Service Assistant encompass the following areas:

- Customer Service Duties
- Administrative Duties

The requirements in the above Key Results Area are broadly elaborated below.

What you will do to Contribute	As a result, we will see
<p>Customer Service Duties</p> <ul style="list-style-type: none"> • To provide an effective and professional first line of enquiry for the public and users at the Gore Multisports Complex. • To monitor and control the use of aquatic facilities and activities and to positively influence public behaviour to provide a safe environment for all users. • To respond quickly and effectively to emergencies and patrons in difficulties ensuring both personal and public safety. • Identify the nature and scope of personal or telephone enquiries and direct to appropriate person. When appropriate personnel are not available, redirect the enquiry or record concise particulars for follow up and direct to the appropriate person. 	<ul style="list-style-type: none"> • A consistent and high standard of customer service is provided in a friendly and helpful manner, greeting, and treating all customers, with respect encouraging ongoing facility use. • Customer's needs and requirements are identified correctly, and services met exceed the expectations. • Accurately and timely information provided to the customers. • Issues and complaints are actively managed and resolved or forwarded to senior staff in a timely manner. • Outstanding personal presentation is always displayed.

<ul style="list-style-type: none"> • Accept and process bookings for the Gore Multisport Complex, including follow-up letters and confirmation advice when required. • Ensure the foyer and reception area are always maintained to a high standard of cleanliness. • Maintain an up-to-date knowledge of the functions, responsibilities, and services of the multi-sports complex. • Be available to assist at the indoor events centre with the setting up of courts and cleaning, provided that the operational requirements of the Gore Multisports Complex front of house are not compromised. • Undertake other duties as may be required from time to time by the Senior Receptionist and/or Aquatic Services Manager and accept changes in responsibilities and duties brought about by organisational change. 	<ul style="list-style-type: none"> • Bookings are made and processed in the appropriate database. • Areas are kept clean and safe according to the procedures. Health and safety practices are being always followed.
<p><i>Administrative Duties</i></p> <ul style="list-style-type: none"> • Checking, receiving, and accounting for payments made over the counter. • Food handling and sales. • Ordering goods, receipting, and receiving with the Manager's authorisation. Undertake monthly stock takes. • Undertake a daily balance ensuring that cash receipts are accurately recorded in accordance with set procedures and within set time frames. • Ensure the cashier's drawer is kept secure at all times. 	<ul style="list-style-type: none"> • Transactions are being processed in accordance with policy and procedures. • All bookings are proactively maintained through the appropriate system or database. • Ensure adequate shop stock is available. • Preparation of banking records, invoices and stock control are carried out on a regular basis.

Financial Responsibility

	YES	NO
Controls a budget		✓

Person Specification:

Experience and knowledge

Essential:	Desirable:
Customer service experience	1 or more years of Customer service experience
A good knowledge of computers, including Excel and Word.	A good understanding of receipting and banking processes.
Excellent English and telephone skills	
Word processing skills.	

Specific Skills

- Ability to communicate with people at all levels of the organisation.
- Be self-motivated and exhibit creative flair.
- Ability and willingness to take ownership of delegated responsibilities.
- Ability to deal with the public and ensure that the Council provides first-class customer service.
- Ability to think through issues and help others to resolve their problems.
- Must be computer literate and have the ability to understand the causes and effects of transactions processed.
- Ability to be flexible and assist with other duties during busy periods.
- Be able to demonstrate, implement and lead Health and Safety practices.

Personal Attributes

- Show a high level of personal and professional integrity.
- Be self-confident.
- Have a good work ethic.
- Able to use initiative.
- Able to express ideas clearly.
- Ability to work with minimum supervision, manage workflows and prioritise tasks.
- Be flexible and adaptable.
- Demonstrate an ability to handle difficult customers.
- Maintain a well-groomed and professional appearance.

On commencement of employment, the employee will be issued with the operations manual to make them familiar of the facility's operation. All employees need to be familiar with the contents of the manual.

All staff will have an individual training file where progress and skill development will be documented. Specific performance and standards expected will be monitored and discussed with the employee as necessary.

Civil defence

To take part in civil defence training programmes and exercises in order that the officer is able to assist effectively in a civil defence emergency. Training will be provided.

Roster

Gore Multisports Complex - Reception Roster - 4 week rollover

Week	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Hours
1 New			4pm - 8.15pm (4.25)	8.30am - 2pm (5)			2.45pm - 8.15pm (5)	14.25
2 New		9.45am - 5.15pm (7)	4pm - 8.15pm (4.25)	8.30am - 2pm (5)				16.25
3 New			4pm - 8.15pm (4.25)	8.30am - 2pm (5)				9.25
4 New	9.45am - 5.15pm (7)	9.45am - 5.15pm (7)	4pm - 8.15pm (4.25)	8.30am - 2pm (5)			2.45pm - 8.15pm (5)	28.25