

POSITION DESCRIPTION

POSITION TITLE:	TEAM LEADER CUSTOMER EXPERIENCE
DIVISION:	CITY SERVICES & LIVING
DEPARTMENT:	ACTIVE LIVING
SECTION:	HUME LEISURE
CLASSIFICATION:	5

POSITION OBJECTIVES:

At Hume Leisure, we activate, connect and empower our community through exceptional aquatic and recreational experiences.

Within Hume Leisure, leaders are exemplary of the Council and team values. You will ensure a focus on execution and accountability and role model behaviour that is aligned to set standards. We aim to work in a manner where we strive to be better every day, care for each other, and take pride in delivering positive outcomes for our community.

The Customer Service Team Leader plays a pivotal role in delivering high quality customer interactions by fostering a safe, inclusive, and welcoming environment across our facilities. This position leads to frontline customer service operations, ensuring consistent implementation of processes and procedures, and supports team development through effective communication, coaching, and performance management. The Team Leader contributes to the achievement of business objectives by promoting a culture of excellence, responsiveness, and continuous improvement in customer service delivery.

At Hume City Council - Active Living, we pride ourselves on creating a workplace culture that is united, proactive, inclusive and unrivalled. We are looking for passionate people who share these values and want to make a difference.

KEY RESPONSIBILITIES AND DUTIES:

1. Operational Effectiveness and Efficiency

- With support from the Coordinator Customer Experience, and in conjunction with Customer Service Team Leaders at all facilities, plan and facilitate recruitment and onboarding of new Customer Service Officers including cafe staff to ensure an appropriate workforce level is maintained including preparations for peak seasons.
- Maintain appropriate rostering, supervision, support, and performance management of customer service and cafe officers to ensure the highest standards of safety and service delivery is always provided including completion of quarterly check-ins for Part Time staff and routine catch ups with Casual staff
- With support and direction from the Coordinator Compliance and Safety, Coordinator Customer Experience, and in conjunction with the Customer Service Team Leaders at all facilities, plan, deliver and review an ongoing training program to Customer Service Officers and across the Hume Leisure team to ensure they retain a high standard of expertise, skills and abilities meeting industry standards.
- Actively engage and collaborate with all rostered staff to ensure their safety and enjoyment whilst on duty and to enable them to provide quality customer service, ensuring the delivery of all aspects of the programs and services advertised are delivered in full to provide a high-quality experience for the Hume community.
- Continuously monitor and review existing systems and procedures, and assist in the development of strategies, policies & protocols that ensure customer service excellence, whilst maintaining compliance with all current administration procedures in line with Council, including cashiering services and Point of Sale computer systems.
- Ensure the provision of information to customers regarding programs, activities and/or services is accurate in accordance with details relating to the same and satisfies the customer's need for the information being sought.

2. Quality Customer Service

- Support the Coordinator Customer Experience and in conjunction with Customer Service Team Leaders at all facilities in delivering high quality Customer service.
- Establish and promote an organisational culture committed to safety by compliance with relevant regulations, Organisational Policies and Procedures, standards, guidelines, and industry best practises.
- Ensure that a positive attitude is demonstrated by Customer Service Officers (including cafe staff) at all times in seeking positive outcomes to all given situations.
- Ensure the performance of all employees is in accordance with the Key Performance Expectations (KPE's). Issues relating to the same are addressed immediately or as soon as possible in a respectful and collaborative manner with a focus on enhancing the understanding and application of the KPE's by the respective employee.
- Assist the Leisure Coordinators in developing systems to collect and evaluate statistical data to drive the continuous improvement of customer service. To assist and participate in the development, implementation and evaluation of customer service surveys and / or other processes that enable measurement of customer satisfaction.
- Work and collaborate with internal and external stakeholders to continuously improve systems and procedures. Engage with the industry to maintain knowledge of industry best practice, trends and opportunities.

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3. Customer Safety and Education

- Ensure that all staff employed at the Centre maintain the required current qualifications and skills to carry out the tasks assigned to them.
- Work closely with members of the public, user groups and community groups to ensure that the actions and behaviours of all customers/staff members provide for the safety and enjoyment of both themselves and all other customers/staff members within the centre.
- Support the Coordinator Compliance and Safety through completion of incident investigations and corrective actions and in the development, implementation, review and routine practice of the Emergency Preparedness and Response Procedure. Provide advice, within the role, relating to Customer service areas including cafe regarding prevention and response to Emergencies of various kinds.
- Act as Chief Warden and or Area Warden as required in the case of an Emergency Evacuation.
- Carry out such duties as are within the limits of the employees' skill, competence and training provided such duties do not promote a narrowing of the employee's skill base.
- The incumbent is encouraged to act in the 'On Call Leader' position on a rostered basis. Appropriate allowances will be paid during these periods as per Hume City Councils Enterprise Agreement with relevant training provided.

4. Supporting Duty Supervisors

- In conjunction with the Coordinator Customer Experience, support the development and implementation of processes for Duty Supervisors to deliver high quality day-to-day operations in the key Customer service areas. These include:
- Customer Service Team Supervision: day-to-day rostering and management of Customer Service Officers
- Quality Service Delivery: day-to-day handling of patron management and clear escalation process to address patron issues.
- Operations: day-to-day monitoring (inspections), routine maintenance (cleaning), troubleshooting common issues (computers, printers, cafe appliances) and a clear escalation process to address operational issues
- Support the ongoing training and performance of Duty Supervisors in these key areas through mentoring and ongoing training opportunities in conjunction with the Customer Experience.

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Active Living

WHY
We activate,
connect and
empower our
community

We ensure that community is at the center of our decision making

We are industry leaders and support the learning and growth of our community

We design high quality programs that maximise utilisation and are inclusive for all community members

We will innovate, challenge ourselves, and plan for the future to meet the evolving needs of our community

We measure and evaluate the impact of our programs and services, ensure alignment with community needs and industry standards.

We foster a culture of trust, collaboration and growth.

We will recruit, retain and upskill our staff, creating a positive and inclusive work culture

We are strategic in managing our assets and how we utilise them.

HOW

A workforce that is passionate about the work they do, that deliver efficient and effective services.

Highly trained staff that deliver exceptional experiences and build trust with our community and stakeholders.

High-quality, accessible facilities and programs that support diversity, inclusion, and the evolving needs of our community.

Vibrant, safe and welcoming spaces that foster physical activity, social connection, and a strong sense of belonging.

Strong relationships through clear communication, proactive engagement, and a commitment to being a trusted community partner.

Dedicated to continuous improvement by evaluating our impact, responding to feedback, and adapting to changing community needs and industry standards.

Strategically plan and maintain high-quality assets and services that enhance community wellbeing and maximise participation.

WHAT

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OFFICIAL

Active Living Values



WE'RE BETTER EVERYDAY

We seek new ideas to achieve our goals and to grow



WE ARE IN IT TOGETHER

We give and receive feedback in an honest respectful manner



WE SHOW UP

We proactively take action to achieve our goals



ALL FOR HUME

We seek, evaluate and action on all community insights

ORGANISATIONAL RELATIONSHIPS:	
Reports to:	Coordinator Customer Experience
Supervises:	Customer Service Officers
Internal Contacts:	Unit Leader Engagement Coordinator Compliance & Safety Duty Supervisors Team Leader Aquatic Programs Team Leader Swim School All Centre Staff Hume Leisure Staff Hume City Council
External Contacts:	Hume City Council Residents Facility Members, guests and user groups Community Organisations State Government Departments (e.g., DEECD) Private and public suppliers of goods and services Professional organisations (i.e. LSV, ARV) Maintenance and Contractor Schools

ORGANISATIONAL CONTEXT

VISION

Hume City Council will be recognised as a leader in achieving social, environmental and economic outcomes with a common goal of connecting our proud community and celebrating the diversity of Hume.

MISSION

To enhance the social, economic and environmental prosperity of our community through vision, leadership, excellence and inclusion.

OUR VALUES

At Hume City Council, our Values underpin everything that we do.



We're better, every day

We give things a go and value progress over perfection. We have permission to go for it and are expected to reflect and learn.



We're in it together

At Hume, everyone matters. We welcome and include all. Respect and safety are expected.



We show up

We empower and trust others and own our work. We rise to the challenges and are expected to do what we say we will.

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All for Hume

We strive to achieve our best for the Hume Community. We are proud and passionate about working towards better outcomes and expect that they are at the centre of everything we do.

WORK HEALTH & SAFETY (WHS)

Employees are required to participate in the WHS process by:

- Following established safe working instructions, procedures and policies.
- Taking reasonable care for their own Work Health and Safety and that of others.
- Seeking assistance when unsure of practices, procedures and policies to perform a task.
 - Reporting all incidents, injuries, near misses, damage to property and hazards as soon as practicable to their supervisor and the WHS Team.
 - Actively participating and contributing to inspections, audits, team meetings and training.
- Ensure that relevant WHS legislation is complied with.

Managers, Coordinators, Team Leaders and Supervisors are required to participate in the WHS process by:

- Assist with the implementation of WHS policies, procedures, guidelines, work instructions and Control Plans.
- Consult with employees on WHS issues and support Health & Safety Representatives in their duties and/or requests.
- Discuss WHS issues as a part of team meetings.
- Conduct and document system reviews and inspections of employees and contractors with assistance from the WHS Team, manager(s), Health & Safety Representatives and/or employees.
- Ensure appropriate training and instruction is given to personnel allowing them to complete jobs safely and without risks to health and safety.
- Take appropriate action to alleviate any hazards, unsafe acts or omissions that are observed or brought to their attention and provide appropriate feedback and support.
- Conduct effective induction of all employees, followed by ongoing training to develop and maintain a high level of WHS awareness.
- Assist with the implementation of Return to Work Plans.
- Ensure that relevant WHS legislation is complied with.

RISK MANAGEMENT

Contribute to a positive risk management culture by complying with the *Risk Management Policy*, assisting with the implementation of the Risk Management Strategy and reporting risk management concerns and improvements to their supervisors and/or managers.

Manage risks in area of responsibility by complying with the WHS Policy and Processes and implementing appropriate risk management strategies.

Demonstrate Council's commitment to implementing best practice risk management processes.

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STATEMENT OF COMMITMENT TO CHILD SAFE STANDARDS

Hume City Council is a child safe organisation with zero tolerance for child abuse. Council adheres to the Victorian Child Safe Standards and related legislation and Council acknowledges the cultural safety, participation and empowerment of all children, especially children from Aboriginal and Torres Strait Islander, or culturally and/or linguistically diverse backgrounds and those with a disability. As such, all staff must ensure that their behaviours and actions are consistent with these standards.

SERVICE PLANNING & CONTINUOUS IMPROVEMENT

It is a requirement of the Service Performance Principles of the *Local Government Act 2020* for Councils to continuously improve service delivery and service performance. Managers and Coordinators are responsible for undertaking service planning and continuous improvement in their area/s of responsibility and ensuring implementation of service plan actions in accordance with Council's Service Planning Framework.

ASSET MANAGEMENT

Staff are responsible for undertaking Asset Management functions in accordance with Council's Asset Management Policy to ensure Council assets continue to be appropriately managed and maintained.

ENVIRONMENTAL SUSTAINABILITY

Hume City Council has a strong and enduring commitment to environmental sustainability and prides itself on its leadership on a range of environmental issues. Council's Waste & Sustainable team and Climate Action Integration team lead Council activities in this area, however all Council departments have a direct responsibility for implementing environmental sustainability actions across all Council operations and services to the community.

Council's *Live Green Work Green* employee behaviour change program encourages staff participation in reducing the environmental impact of Council operations. Staff are encouraged to join the environmental leadership team, the *Green Team*, which guides action in this area.

HUMAN RIGHTS APPLICATION

As a public authority Council is legislated to act in ways that are compatible with human rights. The Charter of Human Rights and Responsibilities Act 2006 (Vic) provides a framework to guide decision making, to manage risks and to ensure the business of government is carried out in a balanced, transparent, and accountable way. As an employee of a public authority consideration of the human rights of all who Council aims to serve facilitates the improved provision of services, policies and strategies.

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POLICE CHECK: The incumbent must have and maintain a current Police Check	
WORKING WITH CHILDREN CHECK: The incumbent must have and maintain a current Working with Children Check	☒ YES ☐ NO
PRE-EMPLOYMENT MEDICAL CHECK - The incumbent must undergo a Pre-Employment Medical Check (including fitness for work and functional capacity assessments, muscular-skeletal screening and drug & alcohol test. May also include cognitive assessment.) - The incumbent must undergo a Pre-Employment Audio Test	☒ YES ☐ NO ☐ YES ☒ NO
OTHER DUTIES Responsibilities and duties included in this position description are subject to the <i>Multi-skilling</i> provisions of the <i>Hume City Council Enterprise Agreement</i> as varied from time to time.	

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

The incumbent is responsible and accountable for:

- Displaying and promoting Our Hume Values & Guiding Behaviours.
- Maintaining knowledge of and working within Organisation Policies and Procedures including WHS, EEO and Code of Conduct.
- Ensuring effective monitoring of budgets and stock inventory relating to Customer Service /cafe operations, merchandise, facility maintenance, cleaning and safety in conjunction with Customer Experience Coordinator and Senior Administration Officer.
- The incumbent will engage, recruit, supervise and train customer service and cafe staff in conjunction with the Customer Experience Coordinator. The incumbent has freedom to act set by clear objectives with frequent consultation and regular reporting.
- Ensure the provision of information to customers regarding programs, activities and/or services is accurate in accordance with details relating to the same and satisfies the customer's need for the information being sought.
- Initiating action within guidelines in response to all identified customer issues and appropriate measures that address reasonable customer requests and expectations.

JUDGEMENT AND DECISION MAKING:

The incumbent is accountable for:

- The incumbent requires the ability to exercise judgement and may require to resolve problems within standard procedures and guidelines, using professional knowledge or experience. However, guidance and advice is usually available within time to make a choice.
- Problems are occasionally of a complex or technical nature with solutions not related to previously encountered situations and some creativity and originality is required.
- The incumbent is required to consult with the Customer Experience Coordinator prior to acting on significant new or existing issues that may create precedents or have further implications to centre operations.

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SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be utilised:

- Knowledge and demonstrated understanding of current recreation trends, development, management and evaluation of a wide range of recreation programs and services.
- Knowledge and demonstrated understanding of public health and safety issues, and other relevant guidelines and regulations.
- Demonstrated skills in administration, marketing, and basic financial procedures and processes, promotional and public relation skills and familiarity with cashiering procedures.
- Demonstrated understanding of the role and positioning of customer service and its importance to organisational goals and objectives.
- Ability to implement 'best practice' systems, technology and procedures that contribute to customer service excellence.
- Developed knowledge of Microsoft Office software and computer systems and their functionality as a customer service tool particularly Word, Excel and Teams.

MANAGEMENT SKILLS:

The following management skills are required to be utilised:

- Demonstrated ability in the recruitment, supervision, coordination, and development of Leisure Centre Staff.
- Demonstrated skills in managing time, setting priorities and planning work schedules within set time.
- Ability to supervise a customer service team to meet the objectives of customer service functions.
- Proven ability to meet objectives using available resources and within time constraints. Skills in participating and developing professional networks relating to recreational issues.
- Understanding of human resource policies and practices, including Occupational Health & Safety (OH&S). Equal Opportunity (EEO) and an ability to ensure staff adhere to these policies and procedures.

INTERPERSONAL SKILLS:

The following interpersonal skills are required to be demonstrated:

- Excellent communication skills and ability to gain cooperation and communicate both verbally and in writing to a broad range of people from diverse backgrounds and cultures.
- Ability to interact effectively with customers, identify customer needs and expectations, deal with difficult customer situations, decide the appropriate action and respond accordingly and present a positive Council image.
- Effective public speaking and writing skills including the delivery of training relevant to customer services.
- Demonstrated ability to relate to and may resolve problems, in general and with other Council departments in the provision of recreational services.
- The development of, and participation in, professional networks relating to recreational issues is essential.
- Ability to handle complaints and general conflict situations is essential.

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QUALIFICATIONS AND EXPERIENCE:

The following qualifications and experience are required for the position:

- Tertiary qualifications relating to leisure, sport or recreation management, including human resource and customer service disciplines or lesser formal qualification with relevant experience in customer service coordination and delivery.
- Experience in coordinating, supervising and developing staff.
- Experience in working in a Leisure Centre setting is essential.
- Current Level 2 First Aid and CPR Certificate.
- Desirable - Current Pool Lifeguard Award.
- Current Driver's Licence.

TASK ANALYSIS

In undertaking the inherent requirements of their duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights – above 10kgs	☐	☐	☒	☐
– below 10kgs	☐	☐	☒	☐
Manual handling frequency	☐	☐	☒	☐
Repetitive manual work	☐	☐	☒	☐
Repetitive bending/twisting	☐	☐	☒	☐
Repetitive kneeling/squatting	☐	☐	☒	☐
Working with arms above head	☐	☐	☒	☐
Lifting above shoulder height	☐	☐	☒	☐
Using hand tools – vibration/powered	☐	☐	☐	☒
Operating precision machinery	☐	☐	☐	☒
Close inspection work	☐	☐	☐	☒
Wearing hearing protection	☐	☐	☐	☒
Wearing eye protection	☐	☐	☐	☒
Wearing safety shoes/boots (steel cap) / gum boots	☐	☐	☐	☒
Wearing other relevant PPE	☐	☐	☒	☐
Working in dusty conditions	☐	☐	☐	☒
Working in wet/slippery conditions	☐	☐	☒	☐
Working with chemicals/solvents/detergents	☐	☐	☒	☐
Washing hands with soap (hygiene)	☐	☒	☐	☐
Working at heights	☐	☐	☐	☒
Working in confined spaces	☐	☐	☐	☒
Working in chillers (+4 degrees C)	☐	☐	☐	☒
Performing clerical duties	☐	☒	☐	☐

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Working on a keyboard	☐	☒	☐	☐
Driving cars and/or trucks	☐	☐	☐	☒
Other (please specify)	☐	☐	☐	☒
Other special features (e.g. nature of chemicals, travelling requirements etc):				

VARIATION TO CONDITIONS OF EMPLOYMENT:

These conditions of employment, your duties and your location may be varied by Council during the term of your employment.

The key responsibilities and duties in this position description are to be undertaken in accordance with the General Employee Handbook.

SELECTION CRITERIA:

Selection will be based on the following selection criteria; however, reference will also be made to other listed skills, knowledge and attributes as required in the position description:

- Tertiary qualifications relating to leisure, sport or recreation management, including human resource and customer service disciplines or lesser formal qualification with relevant experience in customer service coordination and delivery.
- Demonstrated ability to recruit, effectively train, and supervise large staff teams.
- Demonstrated ability in driving high-quality customer service.
- Excellent oral and written communication skills with an ability to gain co-operation with Council staff and members of the public from a diverse range of age groups, cultures and backgrounds regardless of physical ability, gender, ethnicity, and socio-economic background.
- Demonstrated digital literacy skills including:
 - The proficient use of Microsoft Office software particularly Outlook, Word and Excel.
 - Experience in the use of a digital rostering and timesheets system.
 - Use of and experience with Microsoft 365 Teams and SharePoint is highly advantageous.
- Qualifications and licenses
 - Current Pool Lifeguard Award
 - Current Provide First Aid (Level 2) and CPR Certificate
 - Current Employee Working with Children Check
 - Current Drivers' License

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