

Position Description

Position Title	Customer Service Officer
Directorate	Community Development
Business Unit/s	Recreation and Leisure Services
Reports to	Senior Customer Service Officer
Classification	Level 2 – Inside Workforce Agreement

Organisational Overview

The City of Stirling is located eight kilometres north of Perth’s central business district and covers an area of around 100 square kilometres from Scarborough, Trigg, and North Beach in the west to Balga and Inglewood in the east, and from Beach Road in the north to Herdsman in the south.

The City is the largest local government by population in WA with over 220,000 residents. We provide more than 200 services to our thriving community, including recreation centres, libraries, home and community care, safety, and events.

The City has a workforce of around 1,200 people and a genuine commitment to invest in our employees to achieve an inclusive, diverse, engaged, and capable workforce. The City is recognised for supporting work-life balance through a wide range of flexible work options and offering a range of policies and benefits to create opportunities and an enjoyable and fulfilling employment experience.

Organisational Vision, Mission Statement and Values

Vision

A sustainable City with a local focus.

Mission Statement

To serve our community by delivering efficient, responsive, and sustainable service.

Values

The City of Stirling’s core values are:

- Approachable
- Responsive
- Transparent
- Innovative

Reporting Relationships

This position reports to the Senior Customer Service Officer on site.

Business Unit Objective

To provide and facilitate a wide range of sport, recreation, and healthy lifestyle opportunities for the community through the delivery of strategic infrastructure planning, facility management, club development, beach services and leisure programming.

Position Overview

Provide exceptional customer service as first point of contact to the Centre's clients. Operate Point of Sale at main entrance to facility, displaying accurate cash handling & excellent communication skills in both person and when intercepting telephone calls, emails & incoming mail correspondence. Provide preliminary advice and assistance to the public in all facets of the Centre's operational areas. Liaise with all staff as required.

Position Objectives

Operational

- Provides responses to a diverse range of customer enquiries at first point of contact and assist with:
 - General Enquiries i.e., Centre programs, prices, operating hours
 - Administer facility memberships, enrolments and programs as required.
 - Telephone and walk-in enquiries
 - General Fitness Centre, Crèche, Learn to Swim, Sport and Facility Hire enquiries.
- Deliver consistent, quality customer experiences and outcomes.
- Respond to incoming telephone calls in accordance with defined standards.
- Ensure retail/kiosk stock levels are maintained.
- Provide accurate information, advice, and assistance to the community regarding the Centre's operations and services where necessary, channel enquiries to the appropriate areas.
- Responsible for the collection of all entry fees and securing of cash during shift.
- Undertake the reconciliation and banking of monies received at the end of your shift.
- To follow correct customer complaint procedures and refer to the appropriate Area Supervisor/Manager.
- Perform first aid responsibilities in line with corporate expectations as an emergency first responder.
- Liaise with each operational area to seek advice when required.
- Assist in the training of new employees via work shadowing.
- Assist with generating operational reports including, but not limited to Facility Schedule Reports.
- Perform other duties consistent with the role of the position as directed by the Senior Customer Service.
- Contribute to a clean, hygienic, and well-maintained workplace, including retail and kiosk spaces.

Continuous Improvement

- Acts as an advocate for proactive change to achieve consistent delivery of effective City-wide customer experiences and embed a customer centric culture.

- Acts as an advocate for customer experience initiatives and projects to enhance and evolve technology, systems, and workflow across the City.
- Participates and engages in coaching sessions to enhance service delivery and performance.

Corporate Responsibilities

- Contributes to the achievement of corporate objectives by ensuring that stakeholders are dealt with in a professional and timely manner.
- Observe all safe working practices and work as directed by your supervisor.
- Ensure that you take reasonable care to ensure your own safety and health at work and that of others.
- Takes responsibility for and actively promotes the importance of the City's Risk Management processes, encouraging others to apply it and achieve positive results from it throughout their work.
- Understand the principles of customer service and undertake duties and responsibility in accordance with the City's Customer Service Charter.
- Undertake duties and responsibilities in accordance with corporate policies, management practices and procedures and demonstrate expected behaviours aligned with the City's Code of Conduct.
- Perform other duties as directed.

Selection Criteria

Qualifications/Education Level	
Leisure industry related course.	Desirable
Customer Service-related course.	Desirable
Mandatory Certificates, Licences, Tickets, Memberships, Registrations	
Provide First Aid Certificate	Essential
Knowledge, Skills, Experience & Abilities	
Ability to understand and interpret the Customer needs to accurately respond to customer queries in a timely manner.	Essential
Well-developed interpersonal skills including the ability to liaise effectively with internal and external customers.	Essential
Ability to promptly manage and resolve customer complaints in a calm manner.	Essential
Ability and willingness to learn new skills and the ability to be agile in a faced paced environment.	Essential
Ability to understand centre processes and procedures, products, work practices to accurately manage customer queries in a timely manner.	Essential
Ability to multitask and prioritise queries.	Essential
Basic skills using MS Office Suite (Word, Excel, Outlook, PowerPoint).	Essential
Experience in a frontline customer service position.	Essential
Experience in cash handling and reconciliation.	Essential
Experience using information systems and technology.	Desirable
Leisure industry related experience.	Desirable
Other	
National Police Clearance (under 3 months).	Essential

Office use only

Position Creation Date	Date	4 April 2021	Officer	Manager Recreation & Leisure
Last reviewed/Modified	Date	17 August 2023	Officer	Customer Experience Team Leader