

Customer Service Officer

Position Description

Customer Service Officers provide support and information to patrons of an Aquatics & Recreation facility.

Permanent or Fixed-Term employment for at least 19 hours per week (min. 12 months)

Aquatics & Recreation Victoria's (ARV) Next Wave Grants Program

ARV's *Next Wave Grants Program* is a state-wide job creation project, providing entry-level sustainable employment for 300 Victorian residents from priority cohorts. The jobs created will be secure, entry-level roles in the aquatics industry for a minimum of 12 months paid at or above award rates and supports skills gaps in the Victorian Aquatic and Recreation industry. Positions include swim teachers, lifeguards, duty managers and customer service officers. Eligible candidates will be provided with relevant training and qualifications through an 'earn and learn' model. Training, ongoing support, mentoring, professional development opportunities and organisational capacity building will be delivered through the program.

Key Responsibilities

1. Customer Service and administration

- Greeting and welcoming customers and visitors
- Reception duties, answering phone calls
- Point of Sale Operations including following up and collecting outstanding fees
- Cash handling including End of Day till reconciliation
- Provide high quality customer service to the centres customers, staff, contractors and user groups
- Provide information on the range of programs and services offered by the centre and taking bookings as needed
- Promptly respond to and resolve customer queries and complaints
- Build and maintain strong working relationships with customers and user groups
- General administrative duties including data entry, maintenance of records assisting with stock control and reordering of items required for the facility

- Understand and adhere to all OHS policies and procedures to help improve safety for members and staff
- Identify OHS issues that have not already been reported
- Assist in planning and developing aquatic education programs to ensure they meet community needs in line with the centre's aquatic education program
- General maintenance of aquatic facilities and equipment

2. Teamwork

- Able to work alongside and support other members of the team
- Attend staff training sessions and meetings as needed

Qualifications

Applicants can obtain the following qualifications required for the role through Next Wave Program and it is completely funded:

HLTAID011 – Provide First Aid (includes CPR)

Prerequisites

- Undertake and maintain a current National Criminal Records Check and a Working with Children Check (expenses towards both these checks are covered by the Next Wave Program if you already don't have these checks)
- Valid Right to Work in Australia
- Some employers may require medical or just a declaration of fit to work
- Swimming ability not required

Further Preemployment information:

- Hours range from 5:00am -11:00pm dependent on facility.
- Shifts normally range from 3-10 hours dependent on facility
- Not a seated role, normally standing/moving around for duration of shift