

POSITION DESCRIPTION

Customer Service Assistant



Position title	Customer Service Assistant
Designation	ASALC Level 1 - ASTC EA
Position number	ASALC022
Responsible to	Membership Experience Coordinator
Position status	Casual
Position description approved	<i>Diede Bzette</i> Date: 13/08/2024

Primary Objective

Located at the Alice Springs Aquatic Leisure Centre (ASALC) and within the Community Development Directorate, the position works in the customer service team and will carry out a range of customer service and administrative duties. The goal of which is to provide excellent customer service to the Alice Springs community.

Key Responsibilities

- Provide excellent customer service experience to ASALC customer.
- Be the first point of contact for customer inquiries and requests, maintaining high service standards.
- Manage incoming phone calls, email and any enquiry at the counter.
- Assist with the administration of facility, registration of new members, bookings for classes or courses (learn to swim).
- Handle customer complaints, provide appropriate solutions and alternatives within suitable time frames; follow up to ensure resolution. Communicate with supervisor if needed.
- Performing stock takes and stock input of all merchandise, food and drinks on display at Kiosk.
- Encourage teamwork and communication through collaborative practices.
- Maintain cleanliness, hygiene, safety, and security in the Centre.
- Take care of day-to-day cleaning needs in common areas, amenities and the kiosk.
- Perform cashier duties using the POS system and ensure accurate reporting and balancing.

Work, Health & Safety (WH&S) Responsibilities

- Take reasonable care for the worker's own health and safety.
- Take reasonable care that the workers actions or omissions do not adversely affect the health and safety of others
- Comply with reasonable instructions and directions given by, or on behalf of the employer on issues related to health or safety.
- Follow lawful and safe work practices, policies, procedures, guidelines and emergency procedures.
- Make use of all appropriate personal protective equipment and use equipment, plant and vehicles in a safe manner
- Report hazards, accidents, incidents and near-misses to the employer as soon as practicable. Use and complete incident report forms.
- Take responsibility to request for training, instruction and supervision when you are doing a new task or using/operating new tools or machinery
- Engage with management in the effort to eliminate unsafe work practices

Organisational Values and Behaviours

- Uphold organisational values and behave according to ASTC's Code of Conduct, including treating other employees and the general public with respect.
- Maintain own health and safety and that of other people in the workplace or those who may be affected by the work being carried out.

Other Duties

- Perform other duties within capabilities and / or consistent with the level of this position as required.

Supervisory Responsibilities

- Nil

Special Requirements

- The standard hours for this position are 38 hours per week as rostered and may include weekends.
- Appropriate pay rates apply for work performed outside ordinary hours (weekends).

Qualifications

- A valid First Aid Certificate and CPR (minimum).
- A Current Working with Children Clearance (Ochre card).
- Previous customer service experience is desirable.

- Background in working at an indoor recreational facility or a comparable environment.
- Excellent communication and presentation skills.
- Computer literacy skills.
- Ability to multi-task, prioritize and manage time effectively.

Selection Criteria

Essential

1. Excellent customer service and retail sales skills.
2. Computer literacy skills, including current MS Office suite and desktop publishing.
3. Basic financial skills with the ability to process PO's and invoicing
4. Good written and verbal communication skills.
5. Ability to undertake facility opening and closing procedures.
6. Ability to work independently and as part of a team.
7. Ability to provide emergency assistance as required.
8. Provide First Aid certificate (minimum).
9. Current Working with Children Clearance (Ochre card)

Desirable

1. Certification/qualifications in Barista, Hospitality, or similar.
2. Experience and ability to work in a cross-cultural environment.

ACKNOWLEDGEMENT

I have received a copy of this Position Description and have read and understand its contents.

Employee Name _____

Signature _____ Date _____

Supervisor Name _____

Signature _____ Date _____