

POSITION DETAILS	
TITLE	Customer Services Officer – Aquatics & Cafe
REPORTS TO	Team Leader Customer Experience
LOCATION	Whakatāne Aquatics & Fitness Centre, 28 Short Street, Whakatāne
DATE	October 2022
DIRECT REPORTS	Nil
FINANCIAL DELEGATION	Nil

PURPOSE OF POSITION
To provide and model customer service excellence by providing a safe, responsive, and enjoyable experience in a professional manner for all users and non-users of the facility, to ensure the needs of the Whakatāne communities are met.

KEY ACCOUNTABILITIES	
KEY RESULT AREAS	EXPECTED OUTCOMES / PERFORMANCE INDICATORS
VALUES	The best interests of the organisation are represented at all times ensuring Council values are reflected in behaviours and professional delivery of role.
CUSTOMER SERVICE	<p>Provide high quality customer service and administration, including:</p> <ul style="list-style-type: none"> • Answer all customer and member enquiries • Phone calls are answered promptly and professionally • New membership sales are actioned as required and current memberships are monitored • Process Learn To Swim bookings as and when requested by the Facility Manager or the Learn to Swim Co-ordinator • Keep up to date with all Centre products, promotions and programmes • Promote the Aquatic Centre services, programmes and products • Customer Service area is kept clean and clear at all times • Receive and process payments from customers for entry, hire items, attractions, programmes and events • Provide a consistent and high standard of frontline customer service. <p>Assist facility manager, Senior Customer Service Officer and Team Leaders with the operational management of the facility</p>

<p>HEALTH, SAFETY AND WELLBEING</p>	<p>Act as part of the lifeguarding team by preventing and responding to emergency situations</p> <p>Council’s documentation and procedures are understood and implemented to ensure risks to health and safety of those in the workplace are eliminated and / or controlled.</p> <p>Appropriate protective / safety clothing is worn as required.</p> <p>All work-related hazards, incidents and accidents are accurately reported and any follow up corrective actions are implemented.</p> <p>Support is provided, as required, to the Senior Health, Safety & Wellbeing Advisor to complete internal audits, assessments and investigations.</p> <p>Health and Safety training is regularly attended and certification, as required, is current.</p> <p>Active worker participation and engagement in Council’s health, safety and wellbeing practices and projects.</p>
<p>ADDITIONAL DUTIES</p>	<p>Assist with all aspects of our on-site café including taking orders, preparation and serving of food and beverages, cleaning duties and providing a great service to our customers and members.</p> <p>Attend relevant training as required to ensure all qualifications to meet regulations required for delivery of the role are obtained.</p> <p>Assist with Emergency events as instructed</p> <p>Complete duties that may be required, as appropriate, to ensure completion of priority work.</p>

KEY RELATIONSHIPS	
EXTERNAL	INTERNAL
<ul style="list-style-type: none"> ▪ Contractors ▪ General Public ▪ Operational suppliers ▪ Other customers and key stakeholders, as appropriate 	<ul style="list-style-type: none"> ▪ Council elected members ▪ All staff

PERSON SPECIFICATION	
<p>SKILLS</p>	<p>Passionate about and consistently applies good customer service principles to internal and external customers within everyday working environment</p> <p>Competent in the use of Microsoft Office applications and confident using a computer</p> <p>Confident and competent swimmer</p>

<p>HEALTH AND EXPERIENCE</p>	<p>Demonstrated previous experience in Local Government, customer service and Aquatic & Recreation positions.</p> <p>Demonstrated understanding of Aquatic & Recreation environments and the importance of strong customer service standards to all stakeholders.</p> <p>Physically fitness with no current or previous medical conditions which would impact on the ability to effectively and efficiently perform the duties described in this job description.</p>
<p>KNOWLEDGE, SKILLS AND ATTRIBUTES</p>	<p>High attention to detail, excellent time management, process focussed with strong emphasis on accuracy and continuous improvement.</p> <p>Able to drive and influence decisions confidently with highly developed interpersonal and communication skills, respects others and maintains confidentiality, strong team player, flexible and willing to support others.</p> <p>Solution focused, shows initiative and inspires commitment to achieve outcomes, understands the need for key relationships, acts with honesty, transparency and empathy for people and communities.</p> <p>Excellent decision making and problem-solving ability, can confidently analyse and apply key information with good judgement and takes accountability.</p>
<p>OVERALL</p>	<p>Has no previous or current medical conditions, which would affect the ability to perform the duties described in the job description.</p> <p>Is willing to work overtime and weekends should this be required.</p> <p>Full current drivers licence.</p> <p>No Police record as per Vulnerable Children’s Act 2014</p>

I, _____ agree and accept the duties and responsibilities captured in this position description.

Employee signature

Date



OUR VISION AND VALUES

*Tō tātau matakitenga
me ngā wāriutanga*

OUR VISION *Ngā matakitenga*

 **Better Together**
Toitū te Kotahitanga

WHAKATĀUKI

Hūtia te rito o te harakeke,
kei hea te kōmako e kō, kī mai ki ahau.
He aha te mea nui o te ao, māku e kī atu,
he tangata, he tangata, he tangata.

*Take away the heart of the flax bush and where
will the bellbird sing? If you ask me what is the
most important thing in the world
I will tell you, it is people, it is people, it is people.*

**We put people at the
heart of everything we do**
Toitū te Tangata!

- We value relationships
- We think of others
- We listen to understand
- We value our differences

We work as one team
Toitū te Mahi Tahī!

- We trust and support each other
- We speak up
- We share our story
- We back each other up
- We keep each other informed and up to date
- We involve each other
- We ask for help when we need it

**We are always learning
and improving**
Toitū te Taumata!

- We look for success on the horizon
- We seek out opportunities to grow
- We safely make mistakes
- We strive to be better
- We're open to change and embrace it
- We ask questions and challenge assumptions
- We reflect and review
- We ask for and share feedback
- We're brave and have courage

**We care about
our environment**
Toitū te Taiao!

- We keep our communities informed
- We are stewards of our place
- We bring people together
- We consider the needs of our communities
- We improve quality of life
- We are the community

**We are passionate
and proud**
Toitū te Mauri Ora!

- We love this place
- We love what we do and do what we love
- We bring energy and enthusiasm
- We look to have fun
- We aim for the best version of ourselves every day
- We acknowledge our efforts
- We share success stories
- We honour our past
- We look to the future together