



# Position Description – Customer Service Officer – Selwyn Aquatic Centre

This position reports to: Customer Experience Lead      Career Level: 7

## Position purpose:

As a member of the Sports and Recreation Team the Customer Service Officer (SAC) will responsible and accountable for:

- Ensuring that the Selwyn Aquatic Centre is a welcoming and clean environment that provides excellent front-line customer service and maintains positive and collaborative relationships with facility customers.

Direct reports: Nil                      Indirect reports: Nil

## The key areas of responsibility include;

Customer Satisfaction	<ul style="list-style-type: none"> <li>Customers are greeted in a professional, friendly, customer-focused manner, in accordance with standards of excellent customer service, including awareness and respect for those with cultural differences, disabilities or special requirements.</li> <li>Customers' needs are anticipated; customers are provided with appropriate information relating to pool facilities; pool, facility and equipment use; Poolsafe and Health and Safety requirements and guidelines; the pool's services and programmes; appropriate behaviour for pool users.</li> <li>All enquiries are dealt with in an appropriate and timely manner and referred to other staff as appropriate for further resolution.</li> <li>Issues are identified in a proactive manner and dealt with effectively.</li> <li>Complaints are dealt with effectively using an information gathering and problem solving approach, a fair and respectful manner and the manager is advised of the issues and steps taken towards resolution.</li> <li>Customer feedback is consistently positive.</li> <li>Management are alerted to urgent or important matters</li> <li>Areas are kept clean and tidy and cleaning roster / duties are undertaken</li> </ul>
Administrative Functions	<ul style="list-style-type: none"> <li>Bookings are made for aquatic activities, programmes and classes in an accurate and timely manner</li> <li>Customer sales are processed using appropriate financial and inventory controls. Retails stock levels are managed in conjunction with the Customer Services Supervisor</li> <li>All financial transactions are undertaken accurately, efficiently and effectively, in compliance with Selwyn District Council guidelines and conform to best practice processes. This includes all Point of Sale, cash transactions and account reconciliations and cash control monitoring.</li> <li>All administrative tasks are undertaken in an accurate and efficient manner. This includes start and end of day procedures.</li> </ul>

- Inventory is maintained at appropriate levels.

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#### Teamwork

- An effective and positive contribution is made to the Customer Services Team as well as to the wider Selwyn Aquatic Centre environment.
  - Cooperation occurs with and assistance is given to team members and other staff.
  - Respectful and helpful communication occurs with other team members and staff
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## Deliverables

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#### Big Picture

- Have awareness of strategies, contribute to plans and KPIs for self, team and other teams as required
  - Stay up to date with legislation and practices as appropriate to role
  - Understand the intent/ethos of local government and the services provided by other parts of the Council
  - Stay informed of organisational activities and decisions through being attentive to communications
  - Show understanding and commitment to Te Tiriti o Waitangi (The Treaty of Waitangi) principles, know how these Principles are relevant to your work
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#### Performance

- Achieve performance goals and expectations and follow leadership instruction on time and to a high standard consistently
  - Report on progress to plan, and against own KPIs
  - Take an active role in own goal setting, learning and development
  - Correctly and appropriately use technology as required for role, including new technologies
  - Contribute to the sustainability efforts and financial position of the Council through the responsible use of resources and equipment
  - Comply with all legislation and Council policies
  - Contribute to the sustainability efforts and financial position of the Council through the responsible use of resources and equipment
  - Set a positive example for punctuality, attendance and work ethic
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#### People & Culture

- Act in ways that align with and promote Council values
  - Be a positive and constructive team member
  - Collaborate on cross team/discipline projects and teams as required
  - Constructively and successfully adapt to changes
  - Take positive actions to keep self and others physically and psychologically safe and well
  - Attend, be prepared for and engage constructively in all meetings
  - Deliver exceptional customer service consistently (make every interaction count)
  - Build effective, sustainable relationships at all levels
  - Have consistently positive interactions externally and with Community Boards and Elected Members (as required for role)
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#### Requirements for all staff

- Selwyn District Council honours Te Tiriti o Waitangi. We are committed to working with our Treaty partner to deliver on our obligations under Te Tiriti o Waitangi.
- Take all reasonable and practical steps to ensure the health and safety of yourself and others. Comply with any reasonable health and safety instruction, policy or procedure and ensure that all hazards, risks and incidents are reported using Vault.
- Actively participate in Performance Appraisals and complete a learning plan in conjunction with your manager.
- Maintain a strict sense of professional ethics, maintaining confidentiality and privacy as per the Privacy Act and abiding by Council Policies.
- Be responsible for meeting the provisions of the Public Records Act 2005 (PRA) and the Local Government Official Information and Meetings Act 1987 (LGOIMA) in respect of Council information, and for following related Selwyn District Council policies and processes.

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**Emergency Management requirements for all Council Staff**

- Selwyn District Council has a legislative responsibility to respond to an adverse event occurring within our communities. As such, any staff member may be required to assist the Emergency Management Team respond to such an event. Family circumstances and BAU roles will be taken into account.  
Required assistance may include:
- Coordination of emergency services and lifeline providers within the community during a civil defence emergency or adverse event.
- Respond to civil defence emergencies or adverse events wherever possible and if it is safe to do so.
- Participate in any required Civil Defence exercises to ensure that essential services are maintained.

## Authorities

- Authorised to commit the Council to a course of action by signing external correspondence within approved delegation levels. For courses of action which will exceed the delegation levels, this must be done in conjunction with your manager.
- Comply with all other relevant sections of the Delegations and Policies manuals and their amendments.

## Skills and Experience

Essential	Desirable
<ul style="list-style-type: none"> <li>Demonstrated commitment and ability to provide excellent customer service</li> <li>Previous experience working in a busy reception environment</li> <li>Previous administrative experience; understanding of best practice administrative processes</li> <li>Working knowledge in Microsoft based platforms; including MS Word, Excel, Outlook</li> <li>Well organised, good at planning and prioritising work, able to work accurately with attention to detail</li> <li>Self-motivated with proven strong communication skills – face to face, written and verbal</li> <li>Ability to effectively manage conflict situations</li> <li>Ability to work positively and effectively within a team as well as the ability to work alone</li> <li>High level of digital literacy</li> </ul>	<ul style="list-style-type: none"> <li>Experience with POS and booking systems</li> <li>Knowledge of recreational facility processes and procedures</li> <li>Retail sales experience</li> </ul>

## Key relationships

External	Internal	Committees/groups
Te Taumutu Rūnanga	Chief Executive	Committees of Council
Te Ngāi Tūāhuriri Rūnanga	Executive Leadership Team	Business organisations and networks
Council customers	Council staff	Special interest groups and committees
Selwyn residents	Mayor	
External contractors	Elected Councillors	
Territorial and Regional Authorities	Elected Community Board Members	

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Government Agencies (incl MfE, MBIE, Work safe NZ, Ministry of Justice, Police, ACC)  
 Greater Christchurch Partnership  
 Non-government agencies  
 Unions – Public Service Association

## Individual Contributor Competencies



**Eats problems for breakfast.** When faced with a new situation or setback, uses initiative and takes appropriate action.



**Does Change Well.** Is open-minded about change and prepared to adapt. Moves forward positively and constructively.



**Builds Togetherness.** Is equally open and friendly with all people, and respectful of individual differences. Works effectively in teams.



**Rocks the messaging.** Keeps those who need to know 'in the know'. Communicates clearly and appropriately.



**Tackles the tough stuff.** Prepared to constructively share an opinion and get involved in conversations on challenging matters. Takes ownership of mistakes.



**Delivers the goods.** Reliable, conscientious, disciplined and organised. Delivers to a manageable high standard consistently.



**Brings out the best.** Enjoys learning and improving their skills to be the best they can be. Embraces opportunities to identify and address development needs. Recognises and celebrates the achievements of others.



**Sets the tone.** Can keep functioning and stay calm when under pressure. Is a positive influence in the team.

## Education, Qualifications, Memberships

Essential	Desirable
<ul style="list-style-type: none"> <li>Current Comprehensive First Aid Qualification</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>

The information contained in this position description is intended to describe the general nature and level of work being performed. It is not intended to be an exhaustive list of all responsibilities, duties and skills required of the position and incumbent. From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment.

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