

# JOB DESCRIPTION

<b>Position:</b>	Customer Service Officer – Aquatic Services	<b>Department:</b>	Community Services
<b>Reports to:</b>	Customer Service Coordinator	<b>Date:</b>	July 2025
<b>Purpose of position</b>  To provide exceptional customer service at the Wai o Rua – Stratford Aquatic Centre across multiple channels, including phone, online, and in-person. Efficiently coordinate daily operations, including enquiries, bookings, cash handling, communication updates and overall service delivery.			
<b>Key Accountability Areas</b>  <ol style="list-style-type: none"><li>1. Customer Service</li><li>2. Health and Safety</li><li>3. Civil Defence</li><li>4. Other Duties</li></ol>			
<b>Accountabilities</b>			
<b>1. Customer Service</b>  <b>Key Outcomes</b> <ul style="list-style-type: none"><li>• Respond to all enquiries and complaints, with accurate information, and appropriate assistance. Escalate unresolved issues as needed.</li><li>• Provide friendly and professional service to all customers across all channels including phone, online, and in-person.</li><li>• Greet and assist guests offering guidance on pool facilities and services</li><li>• Maintain up to date knowledge about the facility and its services.</li><li>• Ensure a high level of presentation in the reception area.</li><li>• Maintain and update the facility database.</li><li>• Support the smooth running of the reception and daily administrative tasks.</li><li>• Process payments and issue receipts in line with Council's procedures.</li><li>• "Add value" when responding to customer enquiries by informing customers of other related or applicable services provided by Council, if appropriate.</li><li>• Identify and suggest improvements to systems and processes.</li></ul> <b>Performance Indicators</b> <ul style="list-style-type: none"><li>• Maintains a professional public image at all times including appropriate language, correct uniform and high standard of personal and facility presentation.</li><li>• Responds to customer enquiries promptly and effectively, aiming for first-contact resolution and ensuring high levels of customer satisfaction.</li><li>• All payment procedures are applied with 100% accuracy.</li><li>• All policies and fees and charges are consistently upheld in all interactions and procedures.</li><li>• Maintains an error rate of less than 2% across all transactions.</li></ul>			

## 2. Health & Safety

*Health and Safety is the responsibility of everyone in the workplace. Council operates under the belief that all incidents/near misses are preventable. Staff are required to comply with all health and safety requirements, and ensure it is maintained through safe work procedures.*

### Key Outcomes

- Identify workplace hazards and risks ensuring they are managed in accordance with Stratford District Council and statutory requirements, including recording on Hazard/Risk register with regular reviews and these are reported to the Health and Safety committee
- Participate and follow all health and safety procedures and initiatives.
- Adhere at all times to the Stratford District Council Health and Safety policies and procedures to ensure staff and customer safety.
- Issues are reported to management.

### Performance Indicators

- Appropriate procedures are followed.
- Pool-side supervision is undertaken in accordance with standard

## 3. Civil Defence

### Key Outcomes

- Assist in providing Civil Defence functions and/or maintain the provision of essential services in emergency management events, including effective community engagement.

### Performance Indicators

- Assigned Civil Defence duties are completed.
- Participation in organisation Civil Defence drills.

## 4. Other Duties

### Key Outcomes

- Record management responsibilities are undertaken as outlined in Council's Information Management Policy.
- Processes are recorded and updated as needed.
- Monthly reports are completed within allocated timeframes.

Together with such other duties as may from time to time be reasonably assigned and communicated to the **employee** by the **employer**.

## Discretionary Decision Making

As per Council's Delegation's Policy.

## Principle Relationships

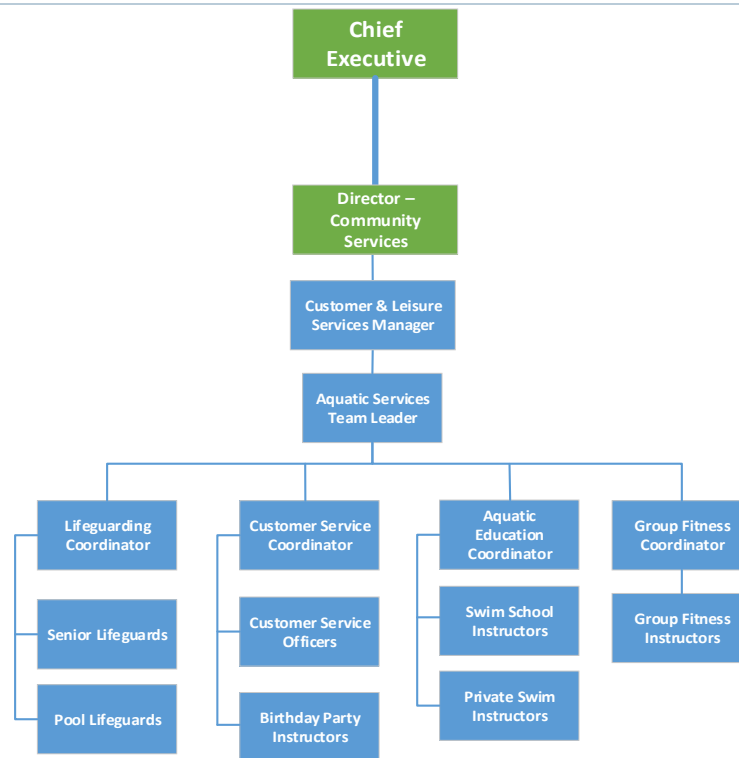
### Internal

All Council staff  
Communications Team  
IT Team

### External

Users/Hirers  
Industry stakeholders  
Training Providers  
Community Organisations  
Suppliers  
Service Providers/Contractors including Jonas Leisure  
Visitors to District

## Structure Chart



## Ideal Person Specification

### Education/Qualifications

- Pool Lifeguard Skills Award (PLSA) and Pool Lifeguard Practicing Certificate (PLPC) an advantage
- Level 2 First aid certificate an advantage
- Current NZ driver licence.
- Police reference check under Vulnerable Children's Act 2014

### Job Knowledge

- Experience in a customer services role preferably in an aquatic facility
- Competent in the use of online and computer-based systems and databases
- Cash handling experience
- Excellent communication skills, both written and verbal
- Te Ao Māori – Understand Council's responsibilities under the Treaty of Waitangi and be respectful of Te Ao Māori practices

### Key Competencies

- Customer Focus - at all times applies excellent customer service principles in dealing with internal and external customers and team
- Communication – communicates clearly and concisely with strong commitment to partnering relationships with customers, contractors, stakeholders and community. Expresses ideas and information effectively. Actively listens, drawing out information and checking understanding.
- Organising – can manage multiple activities at once to accomplish a goal and can marshal resources to get things done. A self-starter who is methodical and well organised.
- Teamwork - demonstrates an ability to work well in a team.
- High work standards: Pays attention to detail and initiates self-checking procedures, ensures high levels of accuracy and consistent quality.
- Continuous improvement: Ability and desire to keep skills up to date and problem solve.
- Credibility and professional integrity: Ability to act in a manner that conveys high personal and professional standards, while engaging with a personable and approachable nature
- Achievement oriented: Demonstrates motivation and perseverance to achieve results. Is proactive and displays initiative. Seeks challenges and establishes goals for self.