

Position Description

Position Title:	Senior Aquatic Customer Service Officer
Reports To:	Team Leader – Aquatic Customer Services
Responsible For:	N/A
Group and Team:	Community Spaces and Places – Aquatic Services
Children’s Worker:	Yes (Non-core)
Delegations and Budget Responsibilities:	As per Delegations Register

Purpose

To take the lead in providing a high level frontline customer service to users of Splash Palace, including members of the public, schools, clubs and other members of our community of customers. This includes answering general queries over the telephone and in person, processing cash transactions, retail / cafe enquiries and sales, and supporting the development of the customer services team by sharing your experience and knowledge.

Key Relationships

External to Council

- Clients/public.
- Community groups and organisations.
- Other local and regional authorities.
- Outside agencies including Government departments.
- Professional organisations.

Within Council

- Other team members in your Department/Group.
- Other Invercargill City Council employees.
- Elected Representatives.
- Executive Leadership Team.

Our Compass Values and Behaviours

Responsibility

Take ownership of decisions and outcomes, both collectively and individually.

- We willingly share our knowledge.
- We acknowledge our mistakes, work to resolve them and learn from them.
- We give and receive feedback in a constructive manner to resolve issues.
- We do our job with total commitment.

Respect

Everyone is important, as are their views.

- We support and care for each other.
- We stop to listen, learn and understand.
- We communicate in an honest, up-front, and considerate manner.
- We maintain confidences and avoid hurtful gossip.

Above and Beyond

Take opportunities to go the extra mile.

- We take the initiative to improve our work practices to get the best result.
- We challenge ourselves and each other to make it better.
- We take pride in providing the best possible outcomes.
- We are ambassadors for our Council at all times.

Positivity

Always look on the bright side of life.

- We are approachable, interested and friendly.
- We are open and receptive to change.
- We acknowledge and praise the efforts of others.
- We work together as a team to get the job done.

What You Will Do *(provided as a guide only)*

Reception / Cafe Duties

- Process cash, concession and membership card entries, general sales transactions and invoice payments, ensuring end of day cash balances.
- Receive and sign up green prescriptions and direct debit memberships.
- Ensure all Aquatic Customer Services staff carry out cleaning duties and fill in and sign cleaning roster.
- Ensure all telephone and general enquiries are answered in a friendly, efficient and professional manner re-directing to the appropriate person where necessary.
- Ensure the customer is satisfied with the information they have received and the manner in which it was communicated.
- Where required, take the lead dealing with customer complaints, and assist other receptionists to deescalate difficult situations to achieve positive outcomes.
- Ensure the reception / café, foyer areas are kept in a clean and tidy condition at all times.
- Maintain a high degree of supervision in the foyer and entry areas of the facility.
- Support the team of Aquatic Customer Service Officers in performing reception / café duties, by providing guidance and advice under the direction of the Team Leader – Aquatic Customer Services.
- Provide barista duties preparing and serving different hot and cold beverages.
- Ensure scheduled breaks are taken by team members at the correct times, according to the roster.
- Arrange banking to ensure sufficient change amounts for tills are available when opening the facility, and ensure end of day balancing is correct.
- Assist the Team Leader – Aquatic Customer Services with other reception / cafe duties required.
- Ensure problems of routine nature are dealt with sensibly and ongoing or serious problems are reported to the Team Leader – Aquatic Customer Services or Manager – Aquatic Services promptly.

Retail / Cafe Sales and Stock Management

- Ensure customers are assisted with product selection, and advised with product recommendations suitable to their needs.
- Ensure the shop floor is well presented, kept clean and tidy at all times.
- Ensure stock levels are well displayed and maintained at an appropriate level, and any stock ordering is accurately recorded.
- Ensure drinks and ice-creams are topped up daily. Cabinet food to be brought forward and tidy.
- Ensure product deliveries are received, and delivery dockets are checked as being accurate.
- Assist the Team Leader – Aquatic Customer Services with the completion of regular stocktakes.

Training and Development

- Carry out new-starter inductions and the buddy-system for new Aquatic Customer Service Officers, on-boarding our new staff.
- Under the direction of the Team Leader – Aquatic Customer Services, support and train new team members in the use of Envibe, cash handling procedures, any café duties and other pool policies to ensure the provision of excellent and accurate customer service.
- Consult with the Team Leader – Aquatic Customer Services regarding any suggested changes to procedures, and support them to communicate and train other reception staff in updated procedures.
- Identify and provide feedback to the Team Leader – Aquatic Customer Services regarding any training needs within the team, including refresher training.

Pool Assistance

- Provide assistance in the case of an emergency or unusual situation under the direction of the Team Leader – Aquatic Operations or Aquatic Operations Supervisor if required, to ensure the safety of users of the facility.

Note: Specific performance measures for this position will be discussed between you and your manager through the performance development plan process.

What You Will Bring

The below qualities, knowledge and skills are the key focus for this role and are used to assess an applicant's suitability for the role and the incumbent's performance in the role.

Education and Qualifications

Essential:

NCEA Level 2 equivalent
First Aid Certificate
Barista Training

Desirable:

NZQA or tertiary qualification in a relevant field such as office management, customer service, or front line reception

Knowledge, Skills and Experience

Essential:

Minimum 2-3 years demonstrated experience in a frontline customer service role
Demonstrated high level of cash handling experience
High level of customer relations and communication skills
Experience in dealing with the public and handling difficult situations
Well-developed computer knowledge, and confident using software and databases
Ability to teach others

Desirable:

Previous experience working in an Aquatic or community recreation environment

Agreement

Employee

Name

Sign

Date

Manager

Name

Sign

Date

Note: From time to time it may be necessary to consider changes in the position description in response to the changing nature of the work environment, which includes technological and statutory change. Such changes may be considered as part of the performance development review process or as required.

What We All Do

Customer Commitment

Treat customers with respect – taking the time to listen, learn and understand.
Present a positive image of Council by ensuring an efficient, courteous and professional service to customers at all times.
Acknowledge problems and complaints, identifying and promptly acting on solutions.

Continuous Improvement

Evaluate and review work practices and processes within all areas of responsibility to ensure that they are effective and efficient and implement improvements where appropriate.
Identify and propose additional business or service opportunities that enhance Council's existing capabilities.

Health, Safety and Well-being

Promote a safe and sound working environment and a culture of safe and responsible behaviours and attitudes.
Adhere to Health, Safety and Well-being policies and procedures, enabling a safe and healthy work environment for all workers and members of the public.

Civil Defence Emergency Management

Assist Council in preparing for and responding to an emergency.
After establishing the safety of members of your household, you may be assigned duties to assist Council and/or Emergency Management Southland in an emergency.

Other Duties

Undertake duties from time to time that may be in addition to those outlined but which fall within your capabilities and experience.