JOB DESCRIPTION

Position:	Customer Service Officer – Aquatic Services	Department:	Community Services
Reports to:	Customer Service Coordinator	Date:	November 2026

Purpose of position

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.

Key Accountability Areas

1. Customer Service
2. Health and Safety
3. Civil Defence
4. Other Duties

Accountabilities

1. Customer Service

Key Outcomes

- Respond to all enquiries and complaints, with accurate information, and appropriate assistance. Escalate unresolved issues as needed.
- Provide friendly and professional service to all customers across all channels including phone, online, and in-person.
- Greet and assist guests offering guidance on pool facilities and services
- Maintain up to date knowledge about the facility and its services.
- Ensure a high level of presentation in the reception area.
- Maintain and update the facility database.
- Support the smooth running of the reception and daily administrative tasks.
- Process payments and issue receipts in line with Council's procedures.
- "Add value" when responding to customer enquiries by informing customers of other related or applicable services provided by Council, if appropriate.
- Identify and suggest improvements to systems and processes.

Performance Indicators

- Maintains a professional public image at all times including appropriate language, correct uniform and high standard of personal and facility presentation.
- Responds to customer enquiries promptly and effectively, aiming for first-contact resolution and ensuring high levels of customer satisfaction.
- All payment procedures are applied with 100% accuracy.
- All policies and fees and charges are consistently upheld in all interactions and procedures.

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.

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

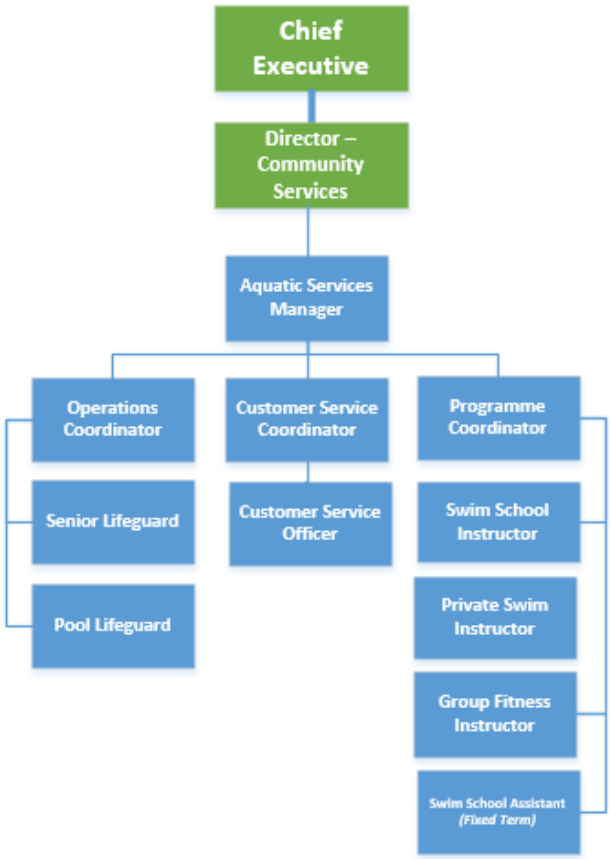
Discretionary Decision Making

As per Council's Delegation's Policy.

Principle Relationships

Internal	**External**
All Council staff	Users/Hirers
Communications Team	Industry stakeholders
IT Team	Training Providers
	Community Organisations
	Suppliers
	Service Providers/Contractors including Jonas Leisure
	Visitors to District

Structure Chart



Ideal Person Specification

Education/Qualifications

- 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.