



Customer Service Officer

Key Position Information

Job Title: **Customer Service Officer**

Position Reports To: **Membership Sales Coordinator**

Location: **National Centre of Indigenous Excellence, 180 George St, Redfern**

Status: **Fixed Term Full-Time, Part Time or Casual**

Direct reports: **Nil**

Primary Purpose of Job

As the face of the of NCIE Fitness & Aquatics Centre, Customer Service Officers must communicate and provide proactive information to members, guests, prospective members and all Fitness team members. They must strive to exceed the expectations of members and guests in person and over the phone by delivering excellent customer service. Customer Service Officers engage with customers to assist with all NCIE-related enquiries, selling NCIE Memberships and products from the shop as well as serving food and beverages from the NCIE café. Ensure customer service area and equipment is maintained, cleaned, and well presented at all times, as detailed in the Centre policy and procedures manual.

Qualifications

- A minimum of 6 months experience in a customer service or sales role.
- Valid CPR Certificate (HLTAID001) and First Aid Certificate (HLTAID003).
- Barista qualification and/or experience will be highly regarded.

Function

Accountabilities

Operational

- Acknowledge all members and guests on arrival and departure to ensure they feel welcomed and connected to the Centre.
- Deliver high quality customer service relating to enquiries or memberships, facility hire, aquatics.
- Maintain a friendly and approachable attitude, with consistently high levels of customer service.
- Ensure all NCIE memberships are positively promoted to any prospects and networks.
- Actively promote all memberships and promotion activities.
- Take all enquiries for bookings and ensure the correct system is followed.
- Ensure all bookings, or cancellations are processed promptly and according to established procedures and standards
- Ensure care, supervision and security is provided to all members and guests.
- Be aware of membership KPI targets and help with member retention.
- Ensuring all members have been checked in and collect any outstanding membership or booking payments.
- Ensure members are satisfied with all services and products in Fitness & Aquatics.
- Ensure all member feedback and complaints are dealt with in a professional manner and promptly actioned and reported.
- Ensure all membership data is entered correctly, with confidentiality and privacy consistently maintained.
- Utilise ENVIBE to ensure accuracy of membership details.
- Provide a positive communication link between all program areas of the Centre.
- Provide high quality coffee and foodservice for all patrons, to industry standards
- Complete cafe and merchandise sales with accuracy.
- Ensure that the Café and Fitness reception area are always kept clean and tidy.
- Maintain current knowledge, promote and clearly communicate to members and guests of Fitness or Aquatic programs and products.
- Perform any other duties as reasonably directed by NCIE.



People	<ul style="list-style-type: none"> Consistently provides support to the team to achieve organisational outcomes. Provide open, honest and timely communication.
Key Internal & External Relationships	<ul style="list-style-type: none"> Build and sustain effective working relationships with a network of internal and external stakeholders and ensure that all interactions with partners, educators and communities foster positive relationships. Participate in meetings to represent work group perspective and share information. Be proactive and flexible in working across various areas of the business using skills and knowledge where needed. Ensure a collaborative, cohesive and functional team work environment. Work collaboratively to contribute to achieving the team’s business outcomes.
NCIE’s Core Values	<ul style="list-style-type: none"> Consistently acts in accordance with the NCIE’s values, challenges practices inconsistent with these values and use values as a basis managing relationships and decision making.
Employee WHS	<ul style="list-style-type: none"> Models healthy and safe behaviour and ensures personal health and safety at work. Not adversely affecting the health and safety of other workers or persons. Proactively detecting and reporting hazards, then reporting them to the line manager to ensure timely and proper control. Comply with all reasonable instructions, policies and procedures and safely using equipment. Reporting any incidents (near misses/injury/illnesses).
Risk Management	<ul style="list-style-type: none"> Actively participate in risk assessment reviews as required and adhere to policy and operating procedures developed to manage workplace risks. Adhere to and uphold the consolidated organisational risk and compliance portfolio including but not limited to WHS, financial, people, systems and operational risk.
NCIE Policies and Procedures	<ul style="list-style-type: none"> Abide by and uphold the NCIE policies and procedures.

Selection Criteria

The occupant of this position will be able to demonstrate the following criteria:

- Ability to communicate effectively and work constructively with all customers.
- Good numeracy, written and oral communication skills, with some administration experience to facilitate reliable data management.
- Excellent Customer Service experience with Strong sales background or equivalent service delivery position.
- Capacity to work flexible rosters (as required) across the facility opening days (Mon-Sun) and extended trading hours, to meet customer and primary role requirements.
- Computing skills, including the ability to utilise the Microsoft Office suite of applications in a MS Windows environment, preferably including POS system experience.

Practical Requirements

Employment will be subject to a National Police Clearance and must obtain a NSW Working with Children Check prior to commencing employment.



Applications from Aboriginal and Torres Strait Islander people are strongly encouraged.