

## Customer Service Officer

### About UWA Sport

Our vision is to be regarded as the leading university in Australia for participation, performance and inclusion in sport.

We believe in the value of sport to individuals and communities. We provide meaningful sport and recreation experiences that strengthen communities and the people within, so that they are inspired to discover, pursue and reach their full potential.

### The Opportunity

We are on the lookout for an efficient, well-organised and self-motivated person to fulfil the role of Customer Service Officer.

This is a fixed-term .5 FTE, twelve-month role that works a standard Monday – Friday roster that includes shifts within the operational hours (6am-11pm) of UWA Sport.

### Major Accountabilities:

- Set the standard for excellent customer service that result in positive customer ratings and feedback.
- Consistent use by all staff in a customer service role, of relevant procedures, guidelines and operational support tools.
- Customer service staff are informed and aware of UWA Sport services, offers and programs. Be the conduit needed to connect the operations team and front line staff to ensure information shared is accurate and timely.
- Efficient, accurate and customer centric processes exist for bulk membership, program and other enrolment based activities. This includes but is not limited to residential college memberships.
- UWA Sport achieves and maintains a high level of accuracy and compliance for all paper work, forms and contracts (i.e. memberships).

### Key responsibilities

#### Customer Service – 70%

- Undertake a frontline service role and in doing so:
  - Set the example of what high quality customer service is across the organisation.
  - Supervise day-to-day front desk operations and staff.
  - Be aware of and drive towards achieving daily, weekly, monthly, quarterly and annual sales goals.
  - In partnership with Customer Service Coordinator, ensure accurate, timely and complete information is provided to all front line service staff.
  - In partnership with the Customer Service Coordinator as well as the Fitness Centre staff, ensure staff is engaged in a proactive and customer centric service culture.

- Support the training and development of flexible workforce members so as to provide a consistent and highly rated customer experience.
- Ensure all customer enquiries are adequately managed and responded to (in person, phone, email, social media, and online chat).
- Through the delegation of tasks to other team members (both full time and flexible workforce) oversee stock management of key operational items such as stationery, receipt rolls, membership cards, and membership and enrolment forms.

#### **Administration – 20%**

- Provide day-to-day oversight of the UWA Recreation and Fitness Centre reception desk operations.
- Implement proactive systems, policies and procedures, which improve efficiencies and increase service outcomes across the organisation.
- Complete cash handling.
- Complete statistical and other reporting as necessary.

#### **Occupational Safety and Health and compliance– 5%**

- To comply with the University's, UWA Sport and other regulatory bodies' policies and procedures.
- To take reasonable care to ensure personal health and safety in the workplace.

#### **Other – 5%**

- To be an integral part of UWA Sport team.
- To assist in the delivery of key events.
- Other duties as required by the Marketing and Customer Experience Manager and General Manager of UWA Sport.

### **Specific work capabilities (Selection Criteria)**

Relevant certificate, degree or industry experience in Health and Fitness, Sport and Recreation, Customer Service or associated field.

#### **Experience**

- A proven passion for providing excellent customer service.
- Experience working in an environment with a wide range of product offerings and therefore a high variety of customer diversity and contact points (phone, email and in person).
- An understanding of and success in implementing a customer service culture within a group of staff.
- Demonstrated experience in the supervision of staff.
- Experience in customer service within a sales based environment.
- Experience in handling cash and managing a cash register.
- Excellent professional communication and interpersonal skills, both written and verbal.
- Proficiency in a range of computer skills including word processing, spread sheets, databases, accounting software, internet and email.
- Experience in conflict resolution and handling disgruntled customers.
- Ability to prioritise tasks and maintain a high level of work during peak periods.

#### **Knowledge**

- Good knowledge of the Health and Fitness Industry.
- Good knowledge of the Sport and Recreation Industry.
- Good knowledge of Sport Club activity and access requirements.
- Sound knowledge of the University.
- Understanding Occupational Safety and Health issues.

#### **Other**

- National Police Clearance
- First Aid Certificate

#### **Contact details**

For an applicant to be considered, a cover letter, resume and separate document addressing the selection criteria must be submitted.

Applications must be submitted to [admin@sport.uwa.edu.au](mailto:admin@sport.uwa.edu.au)

Any applicant questions about the role can be directed to Sumari Dunn at [admin@sport.uwa.edu.au](mailto:admin@sport.uwa.edu.au)

Applications close 5pm, 12 August 2018.

Position classification – Salary level 2 (\$48,328 - \$50,356)