

Customer Service Officer – Operations

This role will be the conduit through which customer have a positive and engaging experience. Acting as a duty supervisor, the role will ensure operations are consistently delivered across our fitness, competitive sport, community and general facility operations. As a result this role will work a roster which covers each evening/night of operations, Monday - Friday through until 8pm.

Key responsibilities

Customer Service – 50%

Complete no less than 18.5 hours per week in a front-line 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 Officer – Systems, ensure accurate, timely and complete information is provided to all front line service staff to ensure informed and empowered staff are engaged in organisation wide customer service.

Support the training and development of flexible workforce members so as to provide a consistent and highly rated customer experience.

Be responsible for stock management including sporting equipment for hire and sale, for kiosk outlets, including product range and offering for target market.

Be responsible for maintaining First Aid supplies and access.

Be responsible for maintaining Lockers and access, including overseeing Long Term Memberships, and Lost Property.

Ensure and maintain a presentable front desk area including foyer, general facilities and customer engagement zones.

Implement and continually review work procedures relating to the management of front-line operations.

Operations – 40%

Coordinate rostering of front line staff (full time, part time and casual) in line with service needs and available resources.

Coordinate and deliver training to front line staff, ensuring operational readiness across the team at all times.

Provide hands on support to services delivered within Recreation and Fitness Centre, and Watersport facilities through:

Front line service team support.

Facility setup and pack down.

Customer liaison and monitoring of users, including that required users have booked and paid hire fees.

Provide hands on support to services delivered within Fitness Centre through:

Support of Group Fitness Instructors and class related processes.

Support of Fitness Trainers (Gym Floor Staff), including consultations booking and customer enquiries, and maintaining consistency in facility access by members.

Provide hands on support to services delivered in Recreate, through:

Facility setup and pack down.
Equipment movement between venues.
Production of and preparation of class list reports for instructors.
Support of program instructors.
Provide hands on support to services delivered in Social Sport Leagues, through:
Preparation of equipment for use in competitions and programs.
Setup and pack down of grounds, courts and or playing fields.
Support of competition Coordinators and Officials.
Implement proactive systems, policies and procedures, which improve efficiencies and increase service outcomes across the organisation.
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 General Manager of UWA Sport.

Specific Work Capabilities (selection criteria)

Relevant certificate or experience in Health and Fitness, Sport and Recreation or relevant associated field.

Experience

A proven passion for customer service and customer interaction.
Experience working in an environment with a wide range of product offerings and 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 and rostering 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 soft wares, 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

Applicants must take note that this is a evening/night based role (Monday to Friday) where the successful applicant will work through to approx 8.30pm.

Applications must be submitted to admin@sport.uwa.edu.au and the selection criteria must be addressed, as well as a cover letter.

Any applicant questions about the role can be directed to Sumari Dunn at admin@sport.uwa.edu.au.

Applications close 5pm, 2 April 2017.

The role commence as soon as the selected candidate is available.