



CITY OF ALBANY POSITION DESCRIPTION CUSTOMER SERVICE OFFICER (ALAC)

1. CITY OF ALBANY VALUES

All Councillors, Staff and Volunteers at the City of Albany will be...

- **Focused:** on community outcomes - This means we will listen and pay attention to our community. We will consult widely and set clear direction for action. We will do what we say we will do to ensure that if it's good for Albany, we get it done.
- **United:** by working and learning together - This means we will work as a team, sharing knowledge and skills. We will build strong relationships internally and externally through effective communication. We will support people to help them reach their full potential by encouraging loyalty, trust, innovation and high performance.
- **Accountable:** for our actions - This means we will act professionally using resources responsibly; (people, skills and physical assets as well as money). We will be fair and consistent when allocating these resources and look for opportunities to work jointly with other directorates and with our partners. We will commit to a culture of continuous improvement.
- **Proud:** of our people and our community - This means we will earn respect and build trust between ourselves, and the residents of Albany through the honesty of what we say and do and in what we achieve together. We will be transparent in our decision making and committed to serving the diverse needs of the community while recognising we cannot be all things to all people.

2. POSITION IDENTIFICATION

TITLE: Customer Service Officer (ALAC)	<pre>graph TD; BC[Business Coordinator] --> CSS[Customer Service Supervisor]; CSS --> CSO[Customer Service Officer (ALAC)];</pre>
LEVEL: Level 3, City of Albany Industrial Agreement 2023	
DIRECTORATE: Community Services	
REPORTS TO: Customer Service Supervisor RESPONSIBLE FOR: N/A	

3. POSITION OBJECTIVE

This position is responsible for working in a support role within the City of Albany to provide a professional, friendly, positive, reception service for all customers to the Centre.

4. KEY RESPONSIBILITIES

Administrative

- Administer the electronic booking system for ALAC.
- Co-ordinate accurate distribution of all internal and external mail and communications.
- Prepare, distribute, receive & process all Albany Leisure and Aquatic Centre enrolment and membership applications on hard copy and electronic databases
- Prepare, print distribute and maintain all marketing, promotion and advertising material, paper based, electronic, web based and notice board displays including; Lap Lane Availabilities
- Follow all City of Albany record & archiving management policies and procedures
- Establish procedures to meet the objectives of a minor function and maintain the customer service policy and procedures manual.
- Process Purchase orders and arrange quotes as requested
- Draft, review and prepare documentation & filing systems for internal or external use
- Other administrative tasks or project support as directed by the Customer Service Supervisor or Business Coordinator.

Cashiering/Financial

- Act as Cashier – receive and receipt monies for all ALAC services on a daily basis including filing receipt copies and associated documentation.
- Prepare, investigate discrepancies, reconcile and record all daily receipts and banking summaries.
- Apply Debtor payments to Debtor records database and electronic booking systems.
- Support the Administration Co-Ordinator to process Debtor accounts.
- Comply to all money handling and Safe operating practices, policies and procedures

Customer Service

- Be aware and promote all of the Albany Leisure and Aquatic Centres operations to enable effective delivery of service.
- Have a broad knowledge of Sport and Recreation activities in the Albany area.
- Deal with all customer service enquiries and provide or arrange for the provision of the appropriate information or redirect customer to appropriate officer or department.
- Make recommendations to the Customer Service Supervisor in relation to customer service improvement initiatives.
- Process customer service requests using the corporate information system (SynergySoft).
- Perform opening and closing procedures daily.
- Record all lost property and maintain lost property registers for the centre
- Direct, assist and maintain the Contractors sign-in register.
- Telephonist duties – promptly answer and respond to internal & external calls.
- Receive feedback, handle customer complaints, compliments and refer feedback to the appropriate Supervisor, Coordinator or department.

General

- Foster, advocate and implement the City customer service commitment and practices.
- Promote best practice and quality improvement programmes and activities within the team.
- Available to work 7 days per week as per operation requirements.
- Provide assistance and guidance to new or lower level employees.
- Manage time, planning and organisation of tasks and work load.
- Resolve minor work procedural issues in the work area within established constraints.
- Provide relief of other Administration positions during periods of leave or as required.

Work Health and Safety

- Take reasonable care for own / individual health and safety and for the health and safety of others, including the implementation of risk control measures that our within own / individual control to prevent injuries or illnesses.
- Comply with any reasonable instruction from the City of Albany and monitor and rectify work practices to ensure compliance with WHS Regulations.
- Abide by the City of Albany policies and procedures.
- Report any workplace hazards. Everyone in the workplace shares this responsibility equally.
- Report any workplace injury, illness or near misses. It is important to report all injuries, no matter how insignificant they may seem.

5. REQUIREMENTS OF THE JOB

Skills

- Strong customer service focus and commitment.
- Highly developed interpersonal and public relations skills.
- Well-developed literacy and verbal communication skills.
- Well-developed time management and organisation skills.
- Well-developed skills in POS, EFTPOS & Word applications.

Knowledge

- Knowledge of local Sport and Recreational Services in the Albany area.
- Knowledge of Centre Management Software (desirable).

Experience and Qualifications

- Experience in a similar position involving a high level of exposure to the general public.
- Experience in receiving feedback, handling customer complaints and compliments.
- Tertiary Qualification or equivalent (desirable).
- 'C' Class Driver's Licence.
- National Police Clearance.

6. CERTIFICATION

As the occupant of this position, I have noted and agreed to the Values, statement of duties, responsibilities and other requirements as detailed in this document.

NAME: _____ SIGNATURE: _____
(Please print)

DATE: _____

WITNESS NAME: _____ SIGNATURE: _____
(Manager or above) (Please print)

DATE: _____