

POSITION DESCRIPTION

CUSTOMER SERVICE OFFICER

POSITION DETAILS

POSITION No:	5535	UNIT:	DKHAC
EMPLOYMENT STATUS:	Casual	LOCATION:	DKHAC
DIVISION:	Community Life	CLASSIFICATION:	THAC1

OBJECTIVES

MISSION STATEMENT

Working together to make Hobart a better place for the community.

DIVISION OBJECTIVE

The principal objective of the Community Life Division is to deliver programs, services and activities focused on driving community engagement and participation, enhancing the vibrancy of the City of Hobart through activation, tourism and events, and addressing social inclusion, health and wellbeing, cohesion, resilience, disadvantage and inequality. The Division plays a visible and dynamic role in Hobart's economic and cultural development, and provides strategic, policy and communications support across the organisation.

POSITION OBJECTIVE

The role provides timely, reliable and informed information to guests of the centre in a friendly and courteous manner.

KEY FUNCTIONS AND RESPONSIBILITIES

- Deal efficiently, accurately, professionally and confidentially with all telephone calls and front counter enquiries to achieve a positive customer service experience.
- Assist the Centre members and users with a range of services within the operations of the centre including: point of sale, cash handling functions, memberships, retail, programming and general enquiries.
- Develop a comprehensive knowledge of all specific functions within the centre, including health and fitness, operations, programs, aquatic programs, group bookings, child care and café and promote and provide quality customer care at all times.
- To provide accurate point of sale, cash handling and reconciliation.
- Ensure all record keeping is accurate and details are maintained confidentially.
- Maintain a professional retail area that includes the restocking of shelves and presentation of all merchandise.



Work Health & Safety: To take reasonable care that your acts or omissions do not adversely affect the health and safety of yourself or others in the workplace, to comply with any reasonable instructions given to you by the Council and to comply with the requirements of any and all WHS policies and procedures.

Note: Whilst the key functions and responsibilities for the role are set out above, the Council may direct an employee to carry out such duties or tasks as are within the limits of the employee's skill, competence and training.

ORGANISATIONAL RELATIONSHIPS

REPORTING RELATIONSHIPS

1. INTERNAL

The Customer Service Officer reports to the Senior Customer Service Officer. The position will liaise with DKHAC employees.

2. EXTERNAL

The position will liaise with major User Groups, Peak Bodies, School & Community Groups, members and guests of the Centre, contractors, financial institutions, corporate agencies and the general Community.

SELECTION CRITERIA

1. Completion of Year 12 or Certificate III/IV in Business Administration and/or a minimum of 2 years customer service experience in sales and product promotion within a busy commercial environment.
2. Ability to provide information to customers about the centre and to take the opportunity to promote the sale of the Centre's merchandise and other service offerings.
3. Well-developed skills in general administrative duties along with good organisation skills in order to prioritise work and meet deadlines.
4. Ability to use initiative to resolve customer concerns or questions in a customer centric business.
5. Ability to work as part of a cohesive team along with excellent communication skills enabling a courteous and professional relationships with customers and the broader team.
6. Police Check and Working with Children Check.