

## POSITION DESCRIPTION

<b>JOB TITLE</b>	Customer Service Assistant
<b>BUSINESS UNIT</b>	SportUNE
<b>REPORTING TO</b>	Customer Service Coordinator
<b>LOCATION</b>	Armidale
<b>CLASSIFICATION</b>	Fitness Industry Award 2010 – Level 3
<b>DATE</b>	June 2022

### PURPOSE OF THE POSITION

The Customer Service Assistant will professionally greet, serve and process customer enquiries at SportUNE as well maintaining front-of-house operations. The incumbent will be required to maintain 'up to date' knowledge of SportUNE's point of sale and booking system software, membership provisions and fees, together with programs, services and activities offered by SportUNE and affiliated sporting clubs/programs.

The Customer Service Assistant will play a central role in:

- Administration duties such as processing membership enquiries, bookings and POS
- Ensuring the set-up of equipment and spaces for groups with facilities bookings
- Providing retail, barista and food handling skills in the on-site café
- Assisting with the efficient handling of customers participating in sports programs and fitness activities.

### ORGANISATIONAL CONTEXT

UNE Life is a wholly owned, not-for-profit entity of the University of New England independently governed by a Board of Directors and managed by a Director. We are a business dedicated to enhancing the experience of our students, staff and community through the provision of quality and innovative service both on-campus and off campus in the wider Armidale community.

UNELife is divided into five (5) business units:

- Commercial Services - incorporating our retail outlets, restaurant and cafes, catering and cinemas businesses.
- SportUNE – incorporating our gym, on campus sporting facilities, and recreational facilities/activities.
- Safety, Security & Information.
- Corporate Services – finance, governance, information management and human resources.
- Student Experience – incorporating Tune FM (student radio) and Advocacy and Welfare Services.
- Special Projects and Event Management.

Our success to date has been built upon our ability to deliver a financially viable business whilst maintaining a relentless focus on performance and service excellence.

## KEY ACCOUNTABILITIES

Under broad direction:

1. Ensure high levels of customer satisfaction by responding to customer service and facility-booking enquires (in-person, by correspondence, or telephone) in a timely, professional, and courteous manner;
2. Maintenance of, and access to records, cash-handling, and working in a team to achieve customer service and sports program objectives;
3. Assist with undertaking a range of administrative duties including; processing memberships and taking bookings;
4. Provide food & beverage services of SportUNE, including barista duties, basic food-handling, ordering, and stocktake;
5. Communicate positively and effectively with all SportUNE stakeholders;
6. Build collaborative relationships with key stakeholders to foster a sense of belonging at SportUNE;
7. Comply with all UNE Life's policies and procedures, specifically those relating to equal opportunity, risk management, workplace health and safety, and quality assurance;
8. Undertake reasonable directives of the employer and any other duties required as directed by SportUNE Management.

## LEADERSHIP ACCOUNTABILITIES

- Espouse UNE Life values.
- Ensure UNE Life meets its legislative/compliance obligations.
- Promote a safe, efficient, and effective work environment by promoting a positive, healthy, safe and innovative work environment.
- Promote a harmonious and inclusive workplace free of discrimination, harassment and bullying,
- Contribute to the development of a culture of continuous improvement.
- Develop and maintain effective relationships, alliances and networks within the community.

## KEY RELATIONSHIPS

- Direct Reports:
  - N/A
- External Stakeholders
  - Members
  - Community
- Internal Stakeholders:
  - UNE Life Colleagues

## SELECTION CRITERIA

1. Demonstrated relevant experience and passion for customer service.
2. Demonstrated ability to use, or adapt to, a variety of systems including POS programs and Microsoft Office Suite, with an aim of improved service delivery.



3. Demonstrated ability to build rapport with clients through excellent communication skills, maintaining confidentiality as required.
4. Effective time management skills – able to work within time constraints and prioritise tasks according to SportUNE needs.
5. Demonstrated awareness of WHS, Safe work procedures.
6. Demonstrated awareness and ability to work well within a diverse workforce, either as part of a team, or individually.

### **SPECIAL REQUIREMENTS**

1. Willingness to work weekends and evenings.
2. Certificate III Health and Fitness or above (desirable).
3. Current First aid certificate.
4. Current Working with Children Check.

### **POSITION DIMENSIONS**

#### **Work Health and Safety Statement**

Cooperate with all health and safety policies and procedures and take all reasonable care to ensure actions do not impact on the health and safety of staff, students, visitors and members of the public.

#### **Equal Employment Opportunity**

Ensure that the principles of equal employment opportunities are implemented promoted and adhered.

### **EMPLOYMENT AGREEMENT**

As the incumbent of this position, I have read the position description, understand its contents and agree to work in accordance with the requirements of the position.

<b>Signatories</b>	<b>Name</b>	<b>Signature</b>	<b>Date</b>
Staff member			
Supervisor			

