

POSITION DESCRIPTION

JOB TITLE	Customer Service Team Leader
BUSINESS UNIT	SportUNE
REPORTING TO	Reception & Engagement Officer
LOCATION	Armidale – On Campus
AWARD COVERAGE	Fitness Industry Award 2020
DATE	September 2025
JOB CODE	SPT04

PURPOSE OF THE POSITION

The Customer Service Team Leader is responsible for the day-to-day delivery of SportUNE's front-of-house services, ensuring professional, efficient, and customer-focused operations. This role directly supervises the Customer Service Team, oversees reception and café functions, manages rosters and stock, and ensures compliance with procedures and standards. This role ensures smooth frontline service delivery and provides operational support to the Reception & Engagement Coordinator.

ORGANISATIONAL CONTEXT

We are a wholly owned, not-for-profit entity of the University of New England (UNE) independently governed by a Board of Directors and led by a Chief Executive Officer. Put simply, we are a company that is also part of the University family.

Our mission at UNE Life is to provide an outstanding experience both on, and off our University campuses.

We are the bridge between the University and its many communities. We are a team that gets things done together with a focus on honesty and respect for one another.

One of our bigger success measures revolves around our commitment to quality service for the UNE and the wider community. We offer a unique set of services which are divided across 6 focus areas, these include:

- Student Experience – includes clubs & societies, our student-powered radio TuneFM, our independent student Advocacy & Welfare Services, and specific events & activations from orientation, to graduation.
- Commercial Services - includes our retail outlets, food & beverage services, event management & catering.

- SportUNE – includes our state-of-the-art community gym, on-campus sporting facilities, and recreational facilities/activities.
- Safety, Security & Information - includes around-the-clock security services for the University.
- Corporate Services – includes Finance, People & Culture, Branding & Marketing, IT Management, and Contract Management.
- Health – includes UNE Life Healthcare Centre and other health services/programs.

UNE LIFE VALUES

We believe our values reflect who we are as a team. Alignment with these values is key to your success with UNE Life.

- Honesty – transparency builds trust
- Respect – yourself, others, and all we do
- We are a team – we get things done, together
- Never settle – we live for continuous improvement
- Surpass expectations – we focus on customer satisfaction
- We're committed – we do what we do because we believe in it.

KEY ACCOUNTABILITIES

1. Supervise the day-to-day activities of the Customer Service Team to ensure a professional, welcoming, and efficient front-of-house service, providing shift-by-shift guidance and support to casual staff.
2. Prepare and manage staff rosters for the Customer Service Team, ensuring adequate coverage for reception, café, and facility bookings within budget and operational requirements.
3. Oversee the daily café and merchandise operations including stock management, presentation, and replenishment, and ensure compliance with pricing, POS accuracy, and cash handling processes.
4. Train and mentor new CST staff, provide feedback on performance, and escalate significant issues to the Reception & Engagement Coordinator when required.
5. Coordinate and administer facility bookings, including processing requests, confirming availability, arranging set-up and pack-down requirements, and ensuring accurate communication with patrons and internal teams.
6. Respond promptly and professionally to customer enquiries received in person, by phone, or online, providing accurate information about SportUNE services and escalating complex enquiries to the Reception & Engagement Coordinator where necessary.
7. Promote a positive and professional team culture that reflects UNE Life values, encouraging inclusion, accountability, and customer-centred service.



Note: It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the key responsibilities of the position. The responsibilities listed above may be altered in accordance with the changing requirements of the role.

KEY RELATIONSHIPS

Direct Reports:

- Customer Service Team (casual staff)

External Stakeholders

- Members and community users
- Suppliers and service providers

Internal Stakeholders:

- Reception & Engagement Coordinator
- UNE Life Colleagues
- SportUNE Team

SELECTION CRITERIA

1. Experience working in a customer-facing role within recreation, sport, retail, or hospitality, with a demonstrated commitment to high quality service.
2. Proven ability to supervise, roster, and support a small team, with confidence in giving feedback and mentoring staff.
3. Practical experience in café service, barista skills, or food and beverage operations, with sound knowledge of POS systems, cash handling, and stock management processes.
4. Demonstrated ability to coordinate facility bookings and respond to customer enquiries in a professional and timely manner.
5. Strong interpersonal and communication skills with an outgoing, confident, and approachable personality that builds trust and inspires both customers and staff.
6. Organisational skills and attention to detail with the ability to balance multiple tasks across a busy reception and café environment.
7. Current or willingness to obtain a Working With Children Check and First Aid/CPR certification.



LEADERSHIP ACCOUNTABILITIES

1. Ability to lead and motivate a team, fostering a positive and inclusive culture aligned with UNE Life values.

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.

Signatories	Name	Signature	Date
Staff member			
Supervisor			

