

POSITION DESCRIPTION

SENIOR CUSTOMER SERVICE OFFICER

THE FRIENDS' SCHOOL



POSITION HOLDER:	VACANT
SECTION:	Friends Health & Fitness
POSITION REPORTS TO:	Customer Service Coordinator
REPORTS TO POSITION:	Customer Service Officers
CLASSIFICATION:	The Friends' School (General, Early Learning, Fitness) Enterprise Agreement 2022. Health & Fitness classification Level 5
STUDENT CARE:	Yes
PERIOD OF EMPLOYMENT:	Permanent
HOURS OF WORK:	20 hours per week

PURPOSE

The role of the Senior Customer Service Officer is to support and guide the CSO team in the day-to-day delivery of customer service operations, with a strong focus on member engagement. This role is responsible for assisting the Customer Service Coordinator in high quality customer service delivery, administration and stock management, staff development and guidance, consistency in processes and continuous improvement.

PRIMARY DUTIES

- Ensure that you report any child safeguarding issues with the appropriate mandatory reporting processes and promote a culture where children feel empowered to voice their concerns in creating a child safe environment.
- Provide day-to-day supervision and delivery of exceptional customer service for members and customers, with primary responsibilities in sales/service, communication, administration, reconciliation, coffee making, stock management and guidance for CSO staff.
- Provide strong levels of communication and support for the customer service team, members and other stakeholders, with a focus on engagement, member retention, and promotion of Centre offerings.
- Proactively contribute to process improvements for efficient and consistent service delivery, adherence to Centre policies, and to deliver consistency in product knowledge and quality of service.
- Assist in maintaining processes for maintaining a clean and accurate membership database, including enrolments/applications, prospect enquiries, attendances, sales, retention, suspensions and cancellations.
- Train, supervise, support and motivate customer service staff to strive for strong levels of customer engagement, aiming for growth and retention of the membership base.

- Ensure accurate and timely administration in relation to staff, members and sales data including rostering, Point of Sale records, retail stock management, invoicing and financial reconciliation in accordance with the Centre's practices and procedures.
- Lead by example as a member of the health and fitness team, working closely with key team members providing advice and support, input on emerging industry issues and trends, and a focus on innovation and best practice.
- Other duties as delegated within the skills and qualifications of the position.

KEY RELATIONSHIPS

- Customer Service Coordinator
- Communications Officer
- Aquatic Program Coordinator
- Learn to Swim Team Leader
- Gym Program Coordinator
- Senior Gym Instructor (Group Fitness)
- Facility Maintenance Coordinator
- Centre staff
- Members and Users of the Centre
- External stakeholders
- Local schools and community groups

DELEGATIONS

- Nil

SELECTION CRITERIA

1. Understanding of the [10 National Child Safe Standards](#) which strive to protect children and young people from abuse and neglect.
1. Relevant qualifications in business administration and/or frontline management, or demonstrated skills and experience in supervising, administering and delivering high quality customer service in a busy frontline environment. Must have:
 - Current First Aid Qualification, CPR certificate
 - Pool Rescue Award (or ability to obtain)
2. Experience in staff rostering, motivation, support and training, including a proven ability to lead by example in providing exceptional service for customers.
3. Highly developed interpersonal and written communication skills, along with excellent organisational skills.
4. Experience with achieving sales targets, managing stock, reconciliation of takings, and using customer relationship software and member retention systems in a fitness centre or retail environment.
5. Capacity to maintain a team focus and a positive, proactive approach to continuous improvement and innovation, aiming for growth and retention of the Centre's membership base.
6. Confidence in collaborating, negotiating, conflict resolution and communicating with internal and external customers and stakeholders for positive, timely outcomes.
7. Ability to develop, improve and maintain quality processes for efficient and professional delivery of service, including effective monitoring and administration of memberships and financial records.
8. The ability to work safely in a fitness centre and school environment and be fit to undertake the inherent requirements of the position.
9. Strong support for the Purpose and Concerns and the ethos of The Friends' School.
10. Must hold a current Tasmanian Working with Vulnerable People registration (employment), be fully vaccinated for COVID-19 and have a National Police Check (less than 6 months old).

C O N F I D E N T I A L I T Y

A school environment is one where you will have access to highly confidential information, therefore it is critical for the school to explicitly state the following:

Definition

Confidential Information includes, with the exception of information in the public domain, any information:

- disclosed to you by or on behalf of The Friends' School;
- which comes into your possession, or is generated by you, in the course of your

employment, whether or not the information was originally supplied by The Friends' School;

- relating to the dealings, financial arrangements, transactions, general affairs, details of suppliers, staff members, agreements entered into with The Friends' School and the financial position of The Friends' School and other matters that do or may affect the financial position or reputation of The Friends' School; and
- relating to internal management of The Friends' School, the structure of The Friends' School businesses, The Friends' School personnel, policies, strategies, plans, or aspects of its future activities.

Your obligations

You are expected to:

- use Confidential Information solely for the purpose of performing your duties;
- take all reasonable precautions as may be necessary to maintain the confidentiality of Confidential Information;
- not remove any Confidential Information from the school's premises without its prior consent;
- not (except in the normal course of carrying out your duties) copy or duplicate any Confidential Information without the consent of The Friends' School and
- immediately notify The Friends' School of any suspected or actual unauthorised use, copying or disclosure of Confidential Information.

Signed acceptance of the above position description.

Name:

Date:

Signature: