

# Job Description

Current as at: 29/01/2015

## CUSTOMER SERVICE OFFICER YMCA HEALTH AND FITNESS CENTRES

<b>POSITION LEVEL</b>	Casual, Part Time, Full Time – Fitness Industry Award 2010
<b>REPORTS TO</b>	Centre Manager, Assistant Centre Manager or other person, who may, from time to time, be appointed.
<b>POSITION SUMMARY</b>	The Customer Service Officer is the face of our organisation and is the vital link for our members achieving their goals. This position will help develop and maintain the strong YMCA customer service ethos and ensure that each and every patron accessing the centre is treated to a quality customer service experience each and every visit. In addition to providing all customers with the highest possible level of service, CSO's are responsible for completing all administration duties as required by the centre manager.
<b>PRIMARY RESPONSIBILITIES</b>	<p><b>Customer Service</b></p> <ol style="list-style-type: none"> <li>1. Provide excellent customer service to customers, both in person and over the telephone;</li> <li>2. To be responsible for the efficient and friendly service of patrons at reception;</li> <li>3. Immediately respond to customers' needs or concerns to ensure the quality of service meets agreed standards;</li> <li>4. Provide customer feedback / complaints to the Centre Manager for appropriate follow up and resolution;</li> <li>5. Confidently accept customer bookings and enrolments for programs and services at the centre;</li> <li>6. Provide customers enquiring about memberships with accurate information and have the knowledge to administrate memberships when a person joins or renews as required;</li> <li>7. Accurately input data from membership applications and program registration forms into POS system;</li> <li>8. Be confident to market and promote the centres programs and services to customers;</li> <li>9. To perform opening/closing duties including cash counting, till balancing, daily cash reconciliations and banking as required;</li> <li>10. To participate in staff training sessions and staff meetings as required;</li> <li>11. To promote and facilitate the sale of merchandise, food and beverages as required;</li> <li>12. To follow approved procedures regarding merchandise, food and beverage stock accounting and reordering;</li> <li>13. Maintain a well-presented, clean reception area at all times;</li> <li>14. Continually monitor and improve the cleanliness, safety, security and presentation of the Centre in conjunction with other staff;</li> <li>15. Perform clerical tasks related to maintaining the operation of reception and other service areas as requested;</li> <li>16. Comply with the YMCAs procedures for safety, training, document control, corrective and preventative action and customer complaints;</li> <li>17. Follow all procedures to reduce attrition and implement new strategies to keep members motivated as required;</li> <li>18. Follow all procedures in place within the centre including those relating to marketing, personal training and booking cancellations;</li> <li>19. To ensure updated marketing and fitness schedule signage is displayed at all times;</li> <li>20. Ensure accurate records, reports and customer contact are maintained as directed by Senior Staff;</li> <li>21. Undertake duties as delegated by the Centre Manager, which may include, outstanding fee follow up, direct debit rejection follow up, member follow up, amongst others;</li> <li>22. Be flexible to work early mornings, evenings and weekends;</li> <li>23. To perform other administration duties as required.</li> </ol>

	<p><b>Personal</b></p> <ol style="list-style-type: none"> <li>24. Create a fun and exciting work atmosphere that is driven, hardworking and goal orientated;</li> <li>25. Lead by example through a strong work ethic;</li> <li>26. Create a welcoming atmosphere by engaging all people in a friendly and approachable manner;</li> <li>27. Works as part of a team and shows professionalism;</li> <li>28. Punctual in both attendance on shift and attendance at staff meetings;</li> <li>29. Model, demonstrate and teach positive values like caring, honesty, respect, and responsibility;</li> <li>30. Maintain high standards of presentation and personal grooming.</li> </ol> <p><b>General</b></p> <ol style="list-style-type: none"> <li>31. Maintain the work environment so as to minimise risk to both customers and staff;</li> <li>32. Report identifiable risk so that immediate action can be taken;</li> <li>33. Comply with the YMCA's Occupational Health and Safety Policies and Procedures, including those relating to your specific role as found in the OHS Management: Roles and Responsibilities document;</li> <li>34. Maintain confidentiality of all YMCA information, records and files;</li> <li>35. To maintain the Quality System and report any deviations from the intended system;</li> <li>36. Uphold and promote the policies and mission of the YMCA of Brisbane including compliance with all practices in the "YMCA Quality Manual";</li> <li>37. Must be aware of and implement the YMCA's Safeguarding Children and Young People Policy;</li> <li>38. Any other duties as determined by the Centre Manager or Chief Executive Officer, from time to time.</li> </ol>
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<p><b>SELECTION CRITERIA</b></p> <ul style="list-style-type: none"> <li>• Qualifications</li> <li>• Experience</li> <li>• Behaviour Attributes</li> </ul>	<ol style="list-style-type: none"> <li>1. Previous experience in a similar role;</li> <li>2. Exceptional customer focus and service skills;</li> <li>3. Excellent organisational and communication skills;</li> <li>4. Excellent interpersonal skills and phone manner;</li> <li>5. Familiar with fitness and recreation programs and services;</li> <li>6. Intermediate computer skills (POS, Outlook, MS Word/Excel);</li> <li>7. Current First Aid &amp; CPR;</li> <li>8. Possess, or be willing to obtain, a positive notice Blue Card in accordance with the Working with Children (Risk Management and Screening) Act 2000;</li> <li>9. Willing to obtain a Safeguarding Children Certificate.</li> </ol>
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