

Position Description

POSITION	Service Advisor
SECTION	Key Venues
DEPARTMENT	City Living
BUDGET SUBJECT	874
POSITION NO.	Various
POSITION TYPE	Casual
REPORTS TO	Senior Service Advisor
DIRECT REPORTS	No
POSITION GRADE	Band 1, Level 3, <u>Salary System</u> Grade 3
DATE	February 2015

POSITION CONTEXT

- The Key Venues (KV) section is positioned within Blacktown City Council's Directorate of City Living.
- Key Venues are administered under the authority of Blacktown Venue Management Ltd (BVM), a company wholly owned by Council acting as Council's Managing Agent.
- All employees of Key Venues are employed by Blacktown City Council (BCC) and seconded to Blacktown Venue Management Ltd.

POSITION PURPOSE:

- The purpose of the of role of the Service Advisor is to undertake the main reception function, greeting customers, offering advice on activities and programs, receipting payments and administering bookings.
- Act in accordance with the NSW WHS Act 2011, WHS Regulation 2011 and the Work Health and Safety (WHS) Management System to ensure a safe place of work.

QUALIFICATIONS & EXPERIENCE:

Essential:

- Experience in a busy customer based environment.
- Cash handling experience and/or operation of point of sale system.

AUTHORITY:

- The incumbent has the authority to take any reasonable action that is consistent with the responsibilities of the position and to ensure the safe and efficient undertaking of work activities, which are consistent with the responsibilities of the position. The incumbent's authority is subject to any limitation imposed by the BCC and/or BVM Management Team, BCC and/or BVM Policies, Procedures and Work Instructions.

KEY ACCOUNTABILITIES:

- To represent BVM and Council and the respective facility in a positive light at all times and to provide the highest levels of customer care and service to all users. Such representation includes, but is not limited to, professional appearance, conduct and punctuality.
- To follow instructions and guidance as provided by senior staff and to work cooperatively with other Key Venues employees.
- Ensure the Centre operates successfully and in accordance with meeting the programs and services goals and objectives.
- Implement the administrative procedures and systems to ensure an effective and efficient service delivery to all visitors to the Centre.
- Successfully provide professional and accurate information to customers and potential customers on programs at the Centre.
- Facilitate quality customer service through a competent, committed and confident approach to the tasks at hand.
- Facilitate a high quality environment for the enjoyment of customers through compliance with established standards and requirements.

WHS:

- Act in accordance with the NSW WHS Act 2011, WHS Regulation 2011 and the WHS Management System.
- Implement, monitor and, or comply with councils WHS Management System, including but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work Instructions and associated system tools in their relevant work area.
- Adequately familiarise themselves with their WHS responsibilities and actively fulfil these as indicated in the WHS Responsibilities guideline WHS001.
- WHS001- Matrix is attached.

Corporate:

- To commit to and embrace the objectives of Blacktown City 2030 – City of Excellence, and to be accountable for participating as appropriate in the allocated program of works designed to deliver on the identified objectives as directed.

Equal Employment Opportunity (EEO):

- Demonstrate appropriate knowledge of, and commitment to, EEO principles and anti-discrimination law in the workplace.

Environmental Sustainability:

- Act in accordance with the Protection of the Environment Operations Act 1997 (NSW), the Local Government Act 1993 (NSW) and seek to conserve and enhance our local environment, in consideration of Council's environmental sustainability policy through our work practices, programs and services.

DUTIES:

- Actively support Key Venus staff working together as a "team" to meet the requirements expected by the BVM Board, Blacktown City Council and all key stakeholders.
- Other duties as from time to time as may be reasonably required and requested by and/or through the BVM Chief Executive Officer or his or her nominee.
- Assist with the training, induction, monitoring and evaluation of new or 'rookie' staff.
- Provide and maintain high standards of professionalism and business probity during liaison with customers and organisations.
- Generating awareness of centre activities and membership benefits to all enquirer's leads and prospects.
- Assist with the application of an effective and efficient sales system, making appointments and follow-ups so as to encourage growth of the membership base.
- Report on any equipment, plant or building services issues.
- Contribute to ensuring high standards of cleanliness and hygiene are maintained throughout the facility through observation, reporting and, where necessary, urgent, immediate response.
- Be familiar and maintain a level of knowledge and competence that ensures familiarity with all operations and programs associated with the facility.
- Attend to all customers of the centre regarding activities and programs whether face-to-face, via received facsimile, email enquiry or telephone contact.
- Conduct tours of the Centre for visitors or new members in accordance with sales system procedures and protocols.
- Ensure all statistical and information forms completed are accurate, legible and complete.
- Liaise with the Lifestyle Advisor team regarding membership services, when required.
- Conduct mail outs on all program and activity matters, as required.
- Attend and actively contribute to all meetings, as directed.

- Regularly check for messages and information during your shift in the areas designated for receipt of such messages and take action as appropriate.
- Carry out all administrative procedures relating to front desk operation and membership services.
- Ensure 'Welcome Packs' are prepared and available in the Customer Service area.
- Complete daily, weekly, monthly, bi-annual and annual documentation as required within timelines stated.
- Make appointment confirmation phone calls for all appointments booked for the following day's business, as required.
- Keep the reception area tidy and organised at all times. At the close of your shift, clear the area of all items you have used during your shift and either remove to your own security (personal items) or place for your colleague's attention in the area recognised as being for such use.
- To sort and empty all lost property weekly.
- Confirm with customers details for bookings as directed in standard operating procedures.
- Attend to all telephone calls and face to face enquiries.
- Facilitating and encouraging the sale of merchandise
- Re-stock all merchandise, as necessary.
- Ensure an adequate stock of all standard forms, passes, membership documentation and information leaflets is maintained at all times.
- To assist with monthly stock takes of all merchandise and saleable items.
- To administer the hire of all equipment including the receipt and return of deposits.
- Accept and confirm birthday party bookings to ensure that resources are allocated.
- Notify the cafeteria of bookings and food requirements where appropriate.
- Ensure casual patrons to exercise classes complete the appropriate disclaimer forms before attending classes.
- To read and respond to all memos and entries in the day diary.
- To be punctual, tidy and professional at all times.
- To unpack stock items and check against invoice.
- To be proficient in the use of all POS and associated equipment.
- To be proficient in cash handling and reconciling end of shift takings.
- Provide prospective clients with quality information about the services offered through the Centre including Membership Services, Recreation Programs, Public Aquatic Education Programs, Holiday Programs, Health and Fitness, special events and major hires.
- Assist with members and customer surveys, program evaluations and provide constructive feedback on survey results.
- Communicate, display and distribute brochures and information covering the range of activities, programs and events within the Centre.
- Assist the Promotions Assistant in implementing promotions and advertising for the delivery of programs with a view to maximising membership

participation and programme viability in respect of both economic and social returns.

- Ensure full understanding and compliance with policies of use for the Centre.
- Ensure equipment and technology used for customer services is maintained to an acceptable standard.
- Assist with the collection of market research information for membership services and the future needs of existing users and non-users.
- Understand the booking procedures to ensure the effective use of space allocated.

SELECTION CRITERIA:

- Relevant experience in accordance with requirements outlined in the position description.
- Cash handling skills and numerate.
- Computer literate with demonstrated knowledge of applicable software e.g. microsoft word.
- Excellent telephone manner.
- Experience working both within a team environment and as a 'self-starter'.
- High level of customer service required.
- Outgoing and friendly personality.
- Demonstrated commitment to customer service.
- Ability to work within a team environment.
- Availability to work flexible working hours.

PERFORMANCE CRITERIA:

- As per Council's Performance Management System.

Employee Name (PRINT):

Employee Sighted and Agreed:

Date:

Supervisor Name (PRINT):

Authorised by Supervisor:

Date:
