

Position Description

Position Title

WRC Customer Service Officer

Location

Westland Recreation Centre

Contract Type

Permanent Full Time

Date

17/03/2022

How we make a difference (Our Values)



Be the Customer



Think excellence



Do the right thing



Be Integrity



Lead, together

Grey District Council Services

Customer & Community

Customer Experience
Community Events, & Recreation Facilities



People & Capability

Human Resource & Health, Safety and Wellbeing



Chief Executive

Executive Office
CE, Mayor & Leadership Support

Operations

Building, Compliance, Utilities, Transport, & Civil Defense



Strategy, Policy & Corporate

Corporate support and Performance, Finance, Policy, Engagement, Planning & ICT



Position Details

Purpose of Position

The primary purpose of this role is to work as part of the Westland Recreation Centre team to support, maintain and actively participate in the development of our services, and to ensure we are operating effectively, efficiently in alignment with our business outcomes.

Core responsibilities include; provide an outstanding customer experience for our community, to seek information and feedback from customers to ensure that the programmes and products meet their needs, and to communicate and promote the status of the facility and the programmes and events available.

Other responsibilities include assisting in the development of programmes with the Westland Recreation Centre supervisors.

Key Relationships

Responsible to

Fitness and Business Supervisor

Responsible for

N/A

Internal

- Chief Executive
- Executive Leadership Team Members
- Westland Recreation Centre Manager
- WRC supervisors
- All Council Staff

External

- Customers, residents and ratepayers
- Community and interest groups
- Contractors and suppliers
- Other local authorities
- Government Agencies
- Other recreation centres

Limitations on Authority

This position has no staff or financial responsibilities. However, the Council may from time to time delegate to the officer specified powers and duties which must be exercised with due care and diligence.

Key Result Areas

KPI (area of responsibility)

Business Support & Development

Assist in the implementation of the Marketing and Communications Plan that ensures users and potential users are informed about the programmes and status of the centre, including utilising social media. Collect data to help inform the programming of the Centre, ie market surveys.

Assist in managing relationships with all stakeholders in sport, recreation, education and health to cement the role of Westland Recreation Centre as the sports and recreation hub for the region. Assist with the resolution of any complaints about the provision of services at the Centre.

Attend all staff meetings and training sessions as required and agreed upon. Perform duties effectively as an integral part of the overall team.

Assist in the development of programmes to meet customer needs and increase Centre use.

Customer Service & Facility Presentation

Ensure sensational customer service is provided from the WRC team, both internally and externally. Ensure immediate response to enquiries, casual bookings and customer expectations, both internal and external. Ensure that phone calls are received and recorded, messages are passed on, and feedback is provided to customer.

Ensure that all complaints are received and recorded, solved or passed on to appropriate person, eg service requests entered for action.

Provide information to enquirers on other local attractions.

Assist with creating retail sales opportunities to meet users' needs. Ensure that the premises, surrounds, amenities and grounds are clean and free of litter.

Ensure that security procedures are followed.

Facility Administration

To provide administration support to the Westland Recreation Centre Manager and supervisors. Receive and process payments from customers for entry, hire items and bookings.

Balance daily takings and preparing monies for banking. Collect and record use and visitor statistics. Record and deal with lost property. Manage bookings and billings and liaise with Customer Services for invoicing.

Monthly stocktake and ordering of stock and entering into POS.

Measure (successful when)

Use of the Centre grow, including its revenue streams.

Public satisfaction with the customer experience at the Westland Recreation Centre is high.

Customers are informed and taking up the programmes provided.

Programming reflects the demands of the customer.

Behaves as a positive and contributing team member.

Continuously improving activities and daily operations at the Centre.

Excellent team work exists amongst staff.

All enquiries are attended to promptly and professionally.

Strong time management skills and able to cope with work at busy periods in a limited time.

Customer receives correct advice, calculations or direction in a helpful, courteous and timely manner.

Customer satisfaction – no valid complaints are received relating to poor customer service. Handle all duties with tact, diplomacy and confidentiality.

All bookings are handled efficiently and courteously.

Customer participation in programmes and services increases. Customers are motivated to purchase products and services.

Calls are correctly screened and customer contact needs are clearly identified. Messages are accurately recorded and brought promptly to the attention of the appropriate person.

Correspondence is responded to as requested efficiently and with a high level of accurately and attention to detail. Any other administrative duties are undertaken in an efficient effective manner. All monies accurately receipted, coded and banked within required timeframes. No banking errors received from the bank. Daily cash balances are correct. Polite and courteous manner during the collection and receipting of Council revenue. Patrons are charged and pay the correct amount for entry to, or participation in activities at the venue.

Income, sales and usage data is collected and recorded. All lost property is registered and accounted for. Stock matches and report prepared for Westland Recreation Centre Manager. POS records accurate.

Person Specification

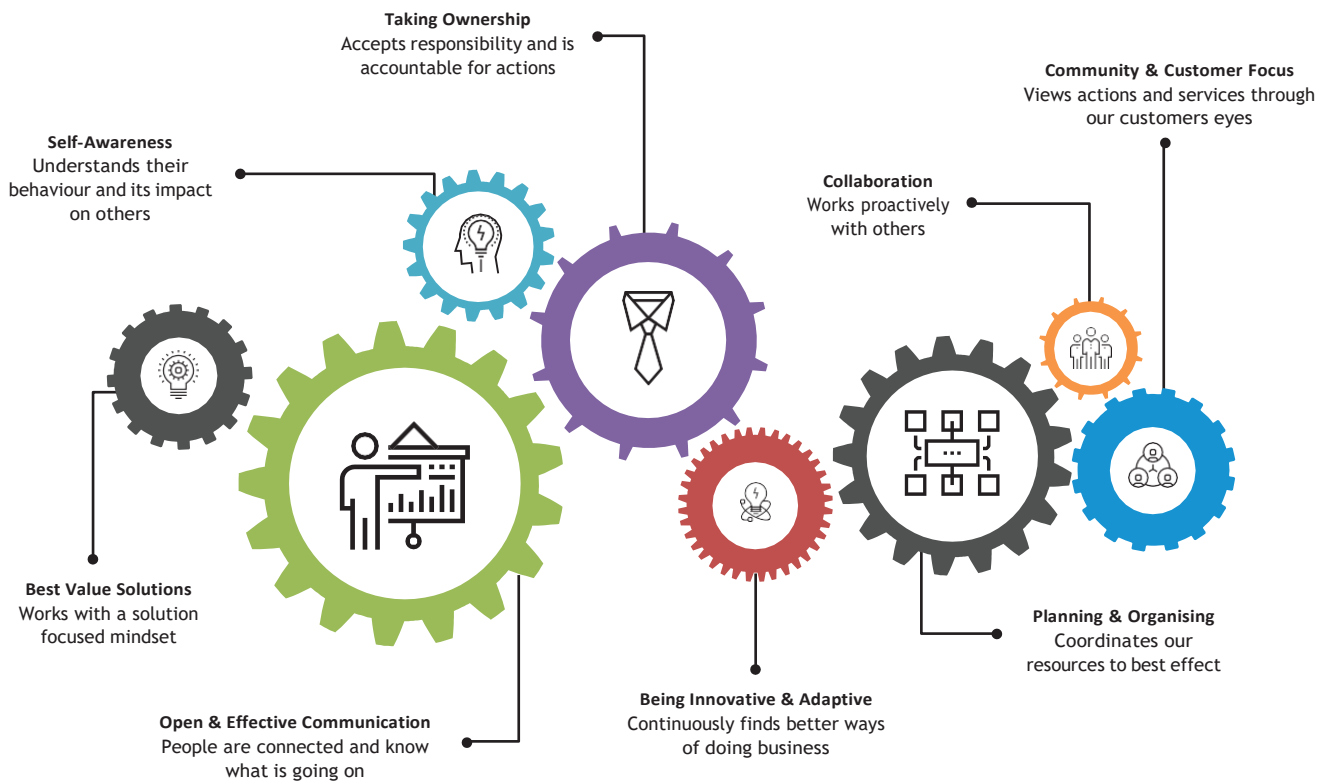
Education / Qualifications

- Minimum NCEA level 3 - a certificate in business or administration level 4 is preferable
- Minimum of two years' experience in customer service, reception and/or accounts and cashiering role
- Experience with developing marketing programmes is desirable
- Experience with social media, customer surveys and/or communications
- Computer skills (Gymmaster and Microsoft applications)
- Accuracy with figures is essential

Personal Attributes

- Displays excellent verbal and written communication skills
- Experience in dealing with customers and a wide range of age groups and abilities
- Organised and demonstrates effective administration and coordination ability
- Effective skills in conflict negotiation and resolution
- Positive attitude and commitment towards community service
- Self-motivated and adaptable
- Ability to work cohesively with, and participate as part of, a team
- Ability to manage competing workloads and deadlines
- Effective decision making and problem solving ability

Core Competencies



Key Requirements for all Council Staff

- ✓ Embrace the Council's values and continuously seek self-improvement regarding our Core Competencies.
- ✓ Take reasonable care for the health and safety of yourself and others at GDC (including visitors, volunteers, contractors, and general public). Comply with any reasonable health and safety instruction, policy or procedure and ensure that all hazards, risks and incidents in the workplace are reported.
- ✓ Manage information of all activities within the Council's corporate business and information systems according to information management policies and procedures.
- ✓ Participate in Civil Defence training programmes and exercises and assist effectively in Disaster Recovery and Business Continuity Planning.

Position Description Approval

From time to time it may be necessary to consider changes in the Position Description in response to the changing nature of our work environment – including technological requirements or statutory changes.

Position Description Approved by
(Group Manager)

Date

Position Description Accepted by
(Position Holder)

Date