

UNIVERSITY OF NEW ENGLAND



“Equity principles underpin all UNE policies and procedures. UNE is committed to EEO principles and values cultural diversity and recognises that all its employees have a contribution to make in ensuring an equitable and harmonious working environment”.

POSITION STATEMENT

Position Title: Customer Service Coordinator
Department/Unit: Sport UNE Operations/Customer Service Division
Position Classification: HEO 4
Date Classified: 25 August 2008
Reports to: Centre Manager

DIMENSIONS OF THE POSITION

The Customer Service Coordinator works within the Customer Service Team within the University Indoor Recreation Centre (IRC) and Outdoor Facilities. The IRC Centre encompasses the facilities of the pool, squash, basketball, volleyball, soccer, netball, badminton, table tennis, climbing wall, group fitness, martial arts, and weight training, and the Outdoor Facilities include rugby and soccer fields, tennis, synthetic multipurpose courts for netball/volleyball/basketball, cricket wickets and training nets, athletic track facilities, and the softball/baseball field.

The Centre operates from 6.00am to 9.00pm weekdays, 8am to 6pm Saturday and 12 noon to 6pm Sunday. The Customer Service Coordinator, will be required to work flexible hours and be “on call” in dealing with operational issues or problems that arise with the Sports Centre and its facilities.

The Customer Service Coordinator is responsible for supervising the trading activities of the Sports Store and will be Sport UNE’s primary contact with schools and groups wishing to book Sport UNE facilities.

POSITION OBJECTIVES

The position is responsible for coordinating the day to day team of staff of Sport UNE’s Indoor Recreation Centre, co-ordinating facility bookings and providing effective communication about Sport UNE’s membership recruitment/retention campaigns. The Customer Service Coordinator will lead a dynamic Customer Service team to deliver a high level of consistency and quality service to Sport UNE’s customers. The position supervises casual Customer Service staff and pool lifeguards. The position is responsible for ensuring that all staff are fully aware of the current membership options and fee schedules.

REQUIREMENTS OF THE POSITION

• Working with Children

The position is designated as a child related position under the provisions of the 'Child Protection (Prohibited Employment) Act 1998' and the 'Commission for Children and Young People Act 1998' as in providing Sports Programs, the position can involve direct unsupervised contact with Children. As such, employment screening is a condition of employment.

• Availability "on call"

Availability for duties on an 'on call basis' outside routine hours in accordance with the relevant Agreement's conditions of employment.

DUTIES

Customer Service/Operations

1. In conjunction with the Centre Manager, supervise, recruit and coordinate part time and casual customer service staff, ensuring optimum utilisation of resources (i.e: redeploy staff from front counter duties to secondary tasks as determined: eg after analysing stock levels, deploy to undertake stock take activities). Maintain awareness of staff movements, determine and coordinate shift rosters after analysing forward planning requirements and event bookings.
2. Responsible for the administration and supervision of facility bookings, membership enquiries and payment of membership fees. Prepare complex booking schedules for customers, including faculties and commercial organisations. Co-ordinate and finalise decisions regarding resource clashes and availability, in line with stated policy.
3. Negotiate successful outcomes for clients wishing to book facilities for carnivals and special events
4. Take responsibility for recommending staff training needs, based upon observations and needs analysis, taking into account overall Sport UNE staff development schedule. With procedural direction, develop and implement customer service training modules for all Sport UNE staff, liaising with other area co-ordinators for agreed timing.
5. Actively encourage staff participation at Customer Service Team meetings seeking feedback and ideas on areas for improvement.
6. Support the primary activities of the Customer Service Team as demand fluctuates.
7. Monitor health and safety issues, make recommendations to senior staff, implement procedures and ensure that all incidents are recorded appropriately.
8. Contribute to the ongoing development of program initiatives to service existing customers and attract new ones to the Centre.
9. Assist in the preparation of marketing and promotional materials for the Centre by creating brochures, flyers, posters and other relevant material.
10. Coordinate the signage within and around the Indoor Recreation Centre.

11. Contribute to and provide feedback to the Centre Manager on the development of key strategies to develop the Centre and increase memberships.

Retail Activities

12. Supervise the daily stocking and merchandise presentation in the retail store, ensuring the retail environment is maintained to its optimum level.
13. Liaise with sales representatives, source and secure competitive pricing for a range of retail products. Process purchase orders for new stock.
14. Coordinate the receipting, pricing and stocking of goods inwards and outwards and ensure that stock is rotated regularly.
15. Authorise retail supplier invoices for payment. Be responsible for the resolution of pricing discrepancies in the confirmation and subsequent receipting of invoices for goods.
16. Using Sport UNE's MRM report generator, produce sales reports on memberships, products and retail merchandise, providing summary reports to senior staff and to meetings to aid discussions on marketing, promotions and stock levels.
17. Monitor stock movements, observe trends, design and implement stock controls, and make recommendations to senior staff to ensure an appropriate range of goods is stocked at optimum levels in line with Sport UNE's retail stock policy, complying with standards and requirements of external auditors.
18. Undertake a quarterly retail stocktake and stock report.

Administration

19. Ensure Sport UNE's Customer Service and membership policies are applied by Customer service staff and provide guidance to staff as appropriate.
20. Contribute to weekly Co-ordinator's meetings and forward ideas and recommendations from these meetings to senior staff for consideration of process improvements by Sport UNE's management team.
21. Take minutes for Customer Service Team meetings, allocating action points for individual team members and map outcomes for the next meeting.
22. Maintain and develop filing systems, including opportunities to replace manual records into Sport UNE's MRM computer system.
23. Co-ordinate the maintenance and quality of data entry into the administrative components of the MRM computer system. Produce summary reports to check for the accuracy and integrity of the data.
24. Using Sport UNE's MRM report generator, produce attendance and facility usage reports, to determine and co-ordinate marketing and promotional activities within the centre, inline with Sport UNE's annual marketing and promotions plan.

25. Contribute to the formulation of operational plans and policy relating to customer service, and the retail environment.
26. Maintain confidentiality of customer and staff records.

Finance

27. Supervise the daily banking EFTPOS terminal readings and transaction reconciliations, investigating errors and omissions, liaising with senior staff where necessary.
28. Purchase services and supplies, as required by the Customer Service Team, within authorised purchase authority limits.
29. Purchase food, beverage, clothing and equipment for the retail store environment within authorised monthly budgetary limits.
30. Be aware of the University's policies and procedures relating to equal opportunity, risk management, occupational health and safety, records management and quality assurance as they apply to this position.

QUALIFICATIONS AND SELECTION CRITERIA:

1. Completion of a relevant diploma level qualification; or completion of a relevant Certificate IV qualification with relevant customer service or hospitality related work experience; or completion of a Certificate Level III qualification with extensive relevant customer service or hospitality work related experience; or an equivalent alternate combination of relevant knowledge, training and/or experience.
2. Demonstrated high level computer experience including an ability to use a range of relevant software such as word-processing, spreadsheets, desktop publishing, databases.
3. Extensive administrative skills with attention to detail and the ability to work to a deadline.
4. Demonstrated high level interpersonal and communication skills and the ability to maintain confidentiality.
5. Demonstrated ability to work independently and as part of a team.
6. Demonstrated supervision skills.
7. Previous customer service and retail experience, including the ability to solve problems and negotiate successful outcomes.
8. Proven experience in the complete retail process.
9. Demonstrated interest in sport and empathy for those involved in sport.
10. Awareness of OH&S, risk management, quality assurance, records management and EEO principles as they relate to this position.
11. Current First Aid and Bronze Medallion Qualification (or must obtain a first aid qualification within 3 months of appointment).