



POSITION DESCRIPTION

Title	Swim School Customer Service Officer
Position Classification:	Local Government (State) Award: Band 1 Level 3
Salary Range:	Grade 9 to Grade 15
Status:	CASUAL
Position reviewed on:	12 March 2025
Position reviewed by:	Coordinator Aquatic Programs
Division:	Open Space and Infrastructure Services
Department:	North Sydney Olympic Pool (NSOP)
Section:	Aquatic Programs
Reports to:	Swim School Team Leader
Special Conditions	The ability to work weekends, early morning and afternoon/evening shifts. This is a child-related position under the definition of Council's Child Protection Policy and the Child Protection (Prohibited Employment) Act 1998. This position has delegations under the Local Government Act (1993).

1. PURPOSE OF THE POSITION

Responsible for attending the North Sydney Olympic Pool (NSOP) Swim School reception, administration, and for wet-deck supervision during lesson times. The Swim School Customer Service Officer (SSCSO) acts as the face of the Swim School whilst performing duties included but not limited to enrolment enquiries, student progress updates and peripheral aquatic programs. The aim of the role is to support the Swim School's growth and development, via achieving positive customer experiences.

2. KEY OPERATIONAL RESPONSIBILITIES

2.1 Customer Service and Communication

- Serve as the primary point of contact for customers via telephone, email/digital platforms, and face-to-face interactions regarding Swim School and Aquatic Programs.
- Deliver high-quality, tailored customer service for all NSOP Swim School and aquatic program enquiries, including processing financial transactions.
- Develop and maintain positive, collaborative working relationships across NSOP, including but not limited to Swimming Teachers, Program Officer and Senior Squad Coach, to ensure streamlined student progress tracking and program bookings.
- Process customer requests and correspondence professionally, accurately, and efficiently in line with Council's procedures, policies, and service standards.
- Maintain a clean, safe, and organised Swim School reception area, program pool deck, and storeroom, including general housekeeping duties.
- Provide Swim School customers with regular progress updates, feedback upon request, and appropriate solutions or alternatives as needed.

2.2 Administrative and Financial Duties

- Accurately process all account information, bookings, transactions, and payments through NSOP management software and accurately complete the end of shift reconciliation process.
- Liaise with the Swim School Team Leader to follow up outstanding accounts and any other aquatic administrative tasks as required.
- Maintain all essential qualifications and associated professional development requirements.
- Participate and contribute to team meetings, and other meetings as required.

2.3 Sales and Promotion

- Actively promote and book all NSOP Swim School lessons and peripheral aquatic programs and services to the local community. This includes point-of-sale, programs, birthday parties and creche.

- Adhere to sales and customer service guidelines to contribute to the Centre's targets and maximize customer satisfaction.

2.4 Wet-Deck Supervision

- Assist customers/students to locate their class/teacher and manage the orderly transition of students during lesson changeovers.
- Provide timely and appropriate feedback to Learn to Swim (LTS) Instructors to ensure consistent, quality teaching and continuous improvement.
- Respond to customer enquiries efficiently, including processing class schedule changes, promoting programs on the pool deck, and fostering a culture of service excellence.
- Conduct new and current student skill assessments and update records in NSOP management software accordingly.
- Ability to instruct lessons and assist with student assessments in water if required.

Other Duties

Other duties may be allocated by the manager or supervisor. These will be in accordance with the employee's range of skills, competence, training and/or experience or be part of a training / development plan.

Note: Key tasks include, but are not limited to, those tasks associated with those listed above.

3. KEY CORPORATE RESPONSIBILITIES

3.1 Council's Vision and Core Values

Uphold and promote Council's Vision for making North Sydney a more satisfying place for people. Behave in a manner consistent with Council's Core Values:

- Provision of services to the community through co-operation and understanding.
- Responsive government based on open government and community participation.
- Honesty and integrity in all we do.
- Fairness and equity.
- Innovation and excellence.
- Responsive and responsible regulation.

3.2 Best Value and Continuous Improvement

Provide best value to the community by applying a continuous improvement philosophy. Identify ineffective and/or inefficient processes and recommend improvements. Capitalise on changes to increase effectiveness and efficiency. Undertake to learn from the workplace experience. Participate in learning and development activities as/when appropriate and then apply the learned skills/knowledge on the job. Identify and report to management any obligations, risks and opportunities facing Council.

3.3 Council's Policies and Procedures

Comply with all Council policies and procedures which are relevant to the position. Identify where these are out-of-date and where improvement is needed.

3.4 Customer Service

Promote a professional and positive image of Council in accordance with Council's Customer Service Policy. Take a pro-active approach to providing excellent customer service – to both internal and external customers.

3.5 Organisational Sustainability

Consider sustainability - economic, environmental, social and governance factors - in all activities and decision making in accordance with Council's Organisational Sustainability Policy and procedures.

3.6 Community Engagement

Comply with legislative requirements and Council's Community Engagement Policy and related procedures regarding the identification and implementation of consultation opportunities to ensure that stakeholders are consulted on matters of relevance to them. Ensure Council's Core Value of open government and community participation is upheld.

3.7 Record Keeping

Undertake responsible and accountable practices for keeping full and accurate records and information for all corporate activities and decisions.

3.8 Equal Employment Opportunity

Comply with the requirements of the Anti-Discrimination legislation and Council's Policies and Procedures relating to EEO and Anti-Discrimination. Take appropriate action to ensure a harassment-free workplace.

3.9 Ethical Conduct

Comply with the requirements of Council's Code of Conduct. Take appropriate action to ensure a workplace free from corruption, maladministration, and serious and substantial waste.

3.10 Work Health and Safety

Observe safe work practices and operating procedures and comply with the requirements of the WHS legislation and Council's Policies and Procedures relating to Work Health and Safety.

Take appropriate action to ensure a safe and healthy working environment for self and others. In particular:

- participate in the identification and control of WHS risks in the workplace.
- support work colleagues when they return to work following injury/illness and co-operate with management in relation to changes which may need to be made in accordance with the Return-to-Work/Injury Management Plan.
- if injured, co-operate with management in developing/implementing the Return-to-Work/Injury Management Plans.

3.11 Statutory Obligations

Ensure that all statutory obligations are met in an appropriate and timely manner and are applied fairly and impartially.

3.12 Teamwork

Support and promote teamwork through:

- co-operation.
- communication.
- sharing of relevant information.
- provision of responsive and accurate advice.
- maintenance of effective liaison with other employees within own team and across Council as/when appropriate.

3.13 Child Safe

Council fully supports the aims and objectives of Children's Guardian Act 2019 and associated provisions and will implement all necessary measures to ensure a safe and supporting Council environment, which endeavours to promote child safe, child friendly practices.

4. CONTACTS ARISING FROM THE POSITION

Reports to: Swim School Team Leader

Supervises: Directly: N/A
Indirectly: Learn to Swim Instructors

5. SELECTION CRITERIA**Essential**

- Hold current qualifications recognised in NSW as a Teacher of Swimming and Water Safety (Austswim / Royal Life Saving / Swim Australia).
- Current CPR Certificate
- Minimum 2 years teaching experience as a qualified swim teacher or coach and demonstrated success in a supervisory role e.g. LTS Wet-Deck Supervisor or equivalent.
- Experience in basic administration and management software, and a working knowledge of the Microsoft suite.
- A high level of verbal and written communication skills with adults and children, with the ability to convey complex information in an easy-to-understand manner.
- Be able to satisfy the requirement of the Child Protection (Working with Children) Act 2012 and Child Protection (Working with Children) Regulations 2013 and provide a current NSW Working with Children Clearance; and adhere to Workplace Health and Safety requirements.

Desirable

- Hold current extension qualifications in the following areas:
 - Infants and Preschool
 - Adults
 - Competitive Strokes
 - Access and Inclusion
- Broad knowledge of Learn to Swim from Infant swimming to Squads.
- Experience and knowledge of local government practices, regulations, and policies.
- Additional experience or qualifications in the leisure industry, such as certifications in business management, fitness, customer service, pool lifeguarding, or creche, are advantageous.

Employee only:

I have read and understand the contents of this position description and undertake to meet the responsibilities in an appropriate manner.

Employee's Name (printed)

Employee's Signature Date