

Position Description: **Customer Service Officer – Aquatic Centres**

POSITION DETAILS

Position grade	Grade 4		
Position type	Casual		
Reports to	Business and Systems Coordinator – Aquatic Centres		
Department	Assets, Capital and Facilities		
Job function group	Customer Service		
Staff reporting responsibilities	Nil	Budget responsibility	Nil

Our purpose is to provide valuable services that strengthen and support the Cumberland Community. Decisions, actions and behaviours are governed by our Code of Conduct and Values and the delivery of our services is aligned to the commitments outlined in our Community Strategic Plan, Delivery Plan and Operational Plan. All employees have an accountability to ensure work and conduct is aligned to these.

Council's Aquatic and Leisure department sits within the Assets, Capital and Facilities business unit that forms part of the City Services directorate that focuses on and is responsible for the beautification of the Cumberland LGA. Cumberland City Council owns and operates five (5) Aquatic and Leisure Centres across the LGA which provide aquatic, leisure and wellness programs and services to our community.

In contributing to the overarching vision, the Customer Service Officer – Aquatic Centres will deliver a quality customer experience and act as a first point of contact for all swim centre related enquiries and bookings.

QUALIFICATIONS AND EXPERIENCE

Essential

- Current Working with Children Check (WWCC)
- Current HLTAID011 Provide First Aid
- Demonstrated ability to work within a team environment
- Excellent communication and customer service skills
- Strong time management and organisational ability
- Experience dealing with customer enquiries and complaints
- Experience using leisure management software
- Experience in database management and report writing

Desirable

- Certificate IV Sports and Recreation
- Current Pool Lifeguard Licence
- Current AUSTSWIM Teacher of Swimming and Water Safety

EMPLOYMENT SCREENING CHECKS

- ☐ Qualification/s verification
- ☐ Working With Children's Check

DUTIES AND RESPONSIBILITIES

- Work a roster as required by management, including evenings, weekends and public holidays as needed.
- Deliver high-quality customer service across all touchpoints, including face-to-face, phone and written communication.
- Respond to customer enquiries, feedback and complaints in a timely, professional and solution-focused manner, ensuring a strong first contact resolution approach.
- Process transactions including memberships, program bookings, visit passes and retail sales, while maintaining accurate cash handling and reconciliation practices.
- Maintain clear and effective communication with Aquatic Operations Supervisors and the wider Aquatic Centres team.
- Support the daily operations of the facility, including administrative tasks, program coordination and set-up/pack-down of equipment.
- Monitor and report customer feedback, trends, incidents and operational issues to Duty Supervisors and Team Leaders.
- Assist in maintaining a clean, safe and welcoming environment, including completing routine cleaning and basic maintenance tasks in line with procedures.
- Ensure compliance with all policies, procedures and safety requirements, including Conditions of Entry and customer supervision expectations.
- Liaise effectively with user groups, hirers and stakeholders to support programmed activities and bookings.
- Contribute to a positive team environment, assisting colleagues where required and helping to resolve minor customer or operational issues.
- Complete required reporting and documentation accurately and within agreed timeframes.
- Apply established systems, procedures and guidelines to resolve routine issues, escalating more complex matters as required.
- Develop and maintain a working knowledge of all programs, services, memberships and facility offerings to confidently assist customers.
- Assist customers with enquiries and enrolments, including Learn to Swim programs, memberships, wellness classes and other services.
- Liaise with relevant internal teams, including Swim School and Gym and Wellness, to ensure accurate information is provided and customer needs are met.



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YOUR CORPORATE ACCOUNTABILITIES

Work Health and Safety (WHS)

- In accordance with Council's Work Health and Safety Statement, all employees have a responsibility to take reasonable care of their own health and safety, and that of others. To meet this commitment, all levels of management shall be held responsible for ensuring all staff are aware of and have sited this statement.
- Implement, monitor and, or comply with Council's WHS Management System, including but not limited to Safe Work Method Statements, Safe Work Procedures, WHS Policies/Statements, Standard Operating Procedures, Risk Assessments/Work Instructions and associated system tools in their relevant work area
- Comply with any reasonable instructions from Council's Managers in compliance with the WHS Roles and Responsibilities Procedure
- Wear all personal protective equipment (PPE) applicable to this position and comply with Council's Personal Protective Equipment Procedure

The Executive Managers, Managers, Coordinators and Team Leaders are responsible, and will be held accountable, for ensuring WHS policies and programs are effectively implemented within their areas of control, to support all under their immediate control and hold them accountable for their specific responsibilities.

Child Safe Organisation

- Council fully supports the aims and objectives of NSW Child Protection Legislation and associated provisions, and will implement all necessary measures to ensure a safe and supportive Council environment, which endeavours to promote child safe, child friendly practices.
- If this position is designated as child-related as defined by the Office of the Children's Guardian, you will be required to hold a valid Working with Children Check (WWCC) if over the age of 18. It is an offence under the NSW legislation for barred workers to apply for or otherwise attempt to obtain, undertake or remain in child-related employment.
- If this position is not currently designated as child related, Council may review this at any time and choose to amend the position to be designated as child related. Employees will be duly notified if this was to occur.

Fraud and Corruption Prevention

- Council constantly strives to improve our practices to ensure we uphold the highest ethical standards. Council has a zero tolerance approach to any fraud and corruption, and all staff are required to participate in and support fraud and corruption control initiatives. All officers must report any potential fraud or corruption misconduct to their Manager, Director, or Council's Internal Ombudsman in the first instance, who is obliged to inform the General Manager. Council also has a Public Interest Disclosures Policy which you should review, outlining that Council will consider each report and make every attempt to protect the staff member making the report from any form of reprisal.
- Comply with Council's ethical conduct, risk management and policy frameworks and Fraud and Corruption Control Plan and Policy.



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- Follow and implement any risk based controls and procedures identified for the Business Unit to help prevent and detect any fraudulent and corrupt activity.

Customer Service

- Cumberland City Council are committed to striving for the delivery of excellent customer service. All employees will be held accountable to provide excellent service and the highest level of professionalism whilst performing the duties outlined in their position description.
- To contribute to this customer service oriented culture, it is expected that all employees respond to customer enquiries via all channels of communication relevant to your position, including phone calls, emails and requests/applications tasks via Council's customer request management system. You will also be expected to provide information in a timely, accurate and reliable manner in your position to ensure you deliver a positive customer experience.

SIGNATURE AND ACCEPTANCE OF POSITION

Employee name

Employee signature

Date of acceptance



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