Position Description – Manager, Customer Service & Sales
Schedule B – Manager, Customer Service & Sales

<table>
<thead>
<tr>
<th>Position Title</th>
<th>Manager, Customer Service &amp; Sales</th>
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<tbody>
<tr>
<td>Business Unit</td>
<td>Sports &amp; Aquatics (S&amp;A)</td>
</tr>
<tr>
<td>Location</td>
<td>Sport &amp; Aquatic Centre</td>
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<tr>
<td>Position title of supervisor</td>
<td>Venue Manager, Sports &amp; Aquatics</td>
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<tr>
<td>Positions titles that report to this position</td>
<td>Coordinator, Sales &amp; Engagement</td>
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<td></td>
<td>Coordinator, Administration</td>
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<td></td>
<td>Coordinator, Member Engagement</td>
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<tr>
<td>Hours</td>
<td>Full time</td>
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<td></td>
<td>Some out of hours work will be required</td>
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<tr>
<td>Date position description approved</td>
<td>August, 2018</td>
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<tr>
<td>Approved by</td>
<td>Director, Campus Life</td>
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Position Purpose

Reporting to the Venue Manager, Sports & Aquatics, and working as a key member of the Venue Managers Team the Manager, Customer Service & Sales will build and lead a team to drive process improvement, utilise and enhance customer and sales support systems, deliver program and event enrolments, sales and promotional plans, customer feedback systems, retail offerings and venue bookings that will support memorable customer experiences, an engaged community of customers and consistent commercial performance of SAC.

The role will be responsible for motivating and leading a team of exceptionally driven, customer-obsessed agents and team leaders all while analysing systematic issues and implementing solutions to challenging problems. The key focus will be on ensuring and improving customer satisfaction, by identifying broader customer impacting issues and implementing solutions to drive quality and productivity, while achieving real-time desired service levels.

Organisational Context of Position

Macquarie University recognises that Campus Life is an integral part of the overall student experience at Macquarie University and works closely with the Student Engagement team, Campus Wellbeing, MQ Events and with Corporate Engagement to coordinate activities, student and alumni communication, marketing activities and student support.

Campus Life provides a suite of services and programs to the University community that are designed to “bring life to our campus”. The business operates in five key industries; (i) children’s services, (ii) sports & recreation (incorporating aquatics, gymnastics, tennis, squash, indoor sports, outdoor field sports, sports clubs, sports scholarships, representative sport at University championships and social sport), (iii) health & fitness, (iv) hospitality & (v) retail. Our customers are students, staff, and visitors to the campus, local community, local schools and the University’s business partners.

We are a fast-paced 7-days a week operation generating annual revenues in excess of $22M. Sport has $10.6M annual turnover from 900,000 visits to the state-of-the-art Sports & Aquatic Centre, 200,000 visits to our sports fields, 23 schools utilising facilities, 3,400 participants in social sport program and 18 sporting clubs with over 1,350 participants. We also manage key programs and activities on behalf of the University:

- We run the sports scholarship program supporting 213 student athletes to balance their sporting and academic careers;
- We lease the sports fields (8 hectares of sports fields within 18 hectares of grounds) and manage venue contracts with Sydney FC, Barclay Tennis Academy, Redlands School; and
- We lease (and make available) the Rowing Shed at Lane Cove.
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Supporting the organisation are the University’s specialist functions of Human Resources, Risk & Assurance, Property and Marketing. We have our own in-house Finance and IT teams.

Our Mission: To give life to our campus

Our Vision: To be custodians of creating a sense of belonging at Macquarie University

Our Values: Campus Life culture is one that CARES based on the principles of mutual respect, integrity, honesty and trust. Our Values are the foundation of our everyday actions and words & keep us accountable to each other, our stakeholder, customers and business partners

<table>
<thead>
<tr>
<th>C</th>
<th>Courage</th>
<th>We face challenges with strength, perseverance and integrity.</th>
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<tr>
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<td>We are not afraid to push boundaries or break the mould.</td>
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<tr>
<td>A</td>
<td>Agility</td>
<td>We anticipate, act and adapt effectively in a dynamic environment.</td>
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<td>We embrace change and new challenges.</td>
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<tr>
<td>R</td>
<td>Rigour</td>
<td>We ensure best practise through planning, delivery and review.</td>
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<td>We are reliable, consistent and continuously improve.</td>
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<tr>
<td>E</td>
<td>Empowerment</td>
<td>Through trust and respect, we create an environment which enables us to make informed decisions.</td>
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<td>We take initiative and share ideas.</td>
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<tr>
<td>S</td>
<td>Support</td>
<td>We respect individual contributions and value diversity, equity and transparency.</td>
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<td>We work collaboratively to grow and succeed.</td>
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NATURE & SCOPE OF POSITION

a) Key Accountabilities

The position:

Leadership
- Understand and communicate Campus Life mission and strategic themes and how SAC business objectives contribute;
- Develop operational plans that align to, and deliver on, Sports & Aquatics business objectives;
- In collaboration with HR, manage recruitment, induction, training, mentoring and review of all Customer Service & Sales Team staff and contractors associated with operating the S&A;
- Supervise, lead, coach and motivate the Customer Service & Sales Team to ensure cohesiveness, agreed performance targets, clear succession plans and development opportunities;
- Continually foster a culture across the team that champions and drives the organisation’s mission, vision and values;
- Promote the ideals of excellence and responsiveness in customer service;
- Act as the first point of contact for Links systems and coordinate reports and system developments;
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- In collaboration with the Manager, Aquatics Services and Manager, Fitness Services & Community Programs ensure team members are continually updated with and completely understand latest marketing, program enrolment and sales processes;
- Ensure the implementation and review of regular timely, accurate, transparent and meaningful reports to the Venue Manager, S&A as required; and
- Perform any other duties as required and as appropriate for the incumbent’s level of competence.

Operational Management

- Oversee and manage all Customer Service & Sales operations of S&A to ensure the achievement and maintenance of customer service levels;
- Develop/refine S&A policies, practices and procedures to continually improve customer satisfaction;
- Help define, communicate and implement customer service standards / expectations for each role in the team;
- Improve customer service quality and efficiency results by studying, evaluating, and re-designing processes, establishing and communicating team metrics, monitoring and analysing results implementing change as needed;
- Identify and communicate customer service and sales related issues and trends to other internal teams as they arise;
- Ensure team adherence to specific schedules and all customer inquiries are resolved in accordance with S&A goals;
- Coordinate and manage Customer Service & Sales projects and initiatives;
- Provide direction, streamlining and innovative system development of the CRM system and software applications;
- Administration responsibilities include, but not limited to, report generation, reviews / submissions, maintenance of operating manuals and schedules;
- Oversee the expense budget to ensure alignment with the University procurement guidelines;
- Ensure regular monitoring of financial performance and adjustments to ensure achievement of performance objectives;
- Provide recommendations to the Venue Manager, S&A regarding customer service and sales initiatives to support the SAC strategy;
- Manage the review, development and implementation of Sport’s operational systems and processes
- Identify, evaluate and mitigate any potential and/or escalated WHS, reputation and brand risks;
- Comply with relevant EEO and WHS regulations; and
- Perform any other duties as required and appropriate for this classification.

b) Challenges/Problem Solving

Challenges of the position include:
- Balancing the varied requirements and needs of internal and external clients.
- Managing a large, diverse team in a face-paced environment
- Utilising considerable judgement and problem-solving skills in situations that may result in conflict resolution
- Ensuring integrated systems whilst still maintaining a strong focus on quality, service and compliance.

c) Decision Making

Although general direction will be provided, it is anticipated that the Manager – Customer Service & Sales will operate with autonomy within their area of responsibility.
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d) Communication
All employees of Campus Life engage in teamwork as a means of meeting the requirements of their position. This requires regular communications with:

- S&A customers & staff
- Macquarie University Students & Staff
- Macquarie University Clubs and Societies
- Other Campus Life business units
- Key Sporting Partners
- HR, Property and Risk Assurance
- Contractors and suppliers
- Lease holders and Tenants

e) Workplace Health & Safety
Campus Life is committed to the health and safety of everyone in the workplace and recognises that workplace health and safety is the responsibility of all managers and staff. All staff agrees to abide by Campus Life’s Workplace Health & Safety Policy as a condition of accepting employment.

f) Equal Employment Opportunities
Campus Life is committed to the following outcomes;

- Creating a diverse and skilled workforce, through fair and transparent recruitment, promotion and development processes;
- Improved employment access and participation for EEO groups.
- A workplace culture displaying fair work practices and behaviours.

g) Customer Service
Campus Life is committed to providing an outstanding customer experience to all who come in contact with us. The values of good customer service are not just applied to external customers and clients, but also in our dealings with fellow staff. Campus Life views customer service as a quality that is incorporated into every role within our organisation.

Customer Service is not only applicable to ‘front line’ staff, but all employees regardless of department or seniority. All staff agrees to abide by Campus Life’s standards of customer service as a condition of accepting employment.

SELECTION CRITERIA

KNOWLEDGE, SKILLS AND EXPERIENCE

ESSENTIAL

- 3-5 years relevant experience within a contact centre
- Strong written, oral and leadership skills
- Excellent interpersonal, communication and negotiation skills
- Strong analytical and problem-solving skills
- Ability to work in a dynamic and fast-paced environment with constant change
- Absolute passion for ensuring a memorable customer experience with every contact
- Managing and developing a team
- Building and managing relationships with a variety of stakeholders
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☐ Managing a budget
☐ Proficient in Excel and Powerpoint
☐ Data driven, being able to design new analysis and convert them into business decisions and campaign optimisations
☐ Take ownership of your work and think beyond the scope of a given assignment
☐ Sound knowledge and ability to implement WH&S and EEO policies and procedures
☐ NSW Working With Children Check
☐ First Aid Certificate with CPR
☐ Ability to work outside normal working hours will be required.

Please note, the incumbent is required to maintain all essential qualifications at their own cost.

DESIRABLE

- Experience working within a University environment
- Cert IV in Workplace Assessment & Training.