

## POSITION DESCRIPTION

<b>Position Title:</b>	Customer Service Officer (CSO)
<b>Classification/Grade:</b>	Agreement
<b>Minimum Qualifications:</b>	VCE or Certificate III Business/Administration/Sport and Recreation.
<b>Desirable Qualifications:</b>	Industry Experience/Qualifications Intermediate (or above) Microsoft Office Suite Drivers Licence
<b>Reports to:</b>	General Manager Education and Communication

### ORGANISATION DESCRIPTION

AUSTSWIM is Australia's peak industry organisation for the teaching of swimming and water safety. Formed in 1979 with the aim of developing consistent and higher quality training of teachers of swimming and water safety across Australia, AUSTSWIM continues to set the benchmark in this essential area. With 40 years of dedicated experience, the AUSTSWIM system achieves world's best practice in the accreditation, professional development and ongoing support of 30,000 teachers of swimming and water safety. AUSTSWIM works closely with aquatic facilities, education departments, peak industry organisations and partners to achieve the AUSTSWIM philosophy that all Australians should have appropriate and relevant swimming and water safety skills and understand the principles and practices of water safety.

### POSITION SUMMARY

The role of Customer Service Officer is part of the Head Office team which is responsible for administering AUSTSWIM courses, swim centre documentation, online shop orders, licence accreditations and renewals. Responsibilities include customer service, general administration, data entry, quality and compliance and other duties. Assistance may also be required in the administration of the annual conferences and other events.

The position requires knowledge and understanding of AUSTSWIM products, processes and services.

Customer Service Officers enjoy working in a service-orientated role and are tolerant, inclusive and at all times respectful of an individual's gender, age, ethnicity and or disability.

### DUTIES AND RESPONSIBILITIES

#### Requirements for the role of Customer Service Officer

##### Personal Attributes

- Creates a welcoming atmosphere by engaging all people in a friendly and approachable manner
- Works as part of a team and shows professionalism and respect
- Punctual in both attendance at staff meetings, events, and conferences and on duties.
- Responds to customers' needs or concerns in timeframes set by organisation policy.
- Demonstrates positive attributes and values that include caring, honesty, respect and responsibility.
- Ensures a clean neat presentation in correctly presented uniform and work area

- Displays a commitment to continued learning and professional development
- Displays understanding & respect to those of different talents, abilities, culture and faith
- Builds on diversity to strengthen the organisations programs and services
- Performs other duties as required
- Know, and abide by AUSTSWIM philosophy

#### **Customer Service Delivery**

- Provide a high level of customer service to industry and stakeholders through all communication means.
- Screen calls to ascertain accurate and appropriate information for
  - Accurate recording of messages
  - Progressing calls through to appropriate personnel
  - Providing solutions to customer issues
  - Complete all actions required during and post call.
- Greet customers on arrival and direct as required to relevant staff member.
- Provide quality of service in accordance with agreed standards.
- Comply with procedures and policies for safety, training, document control, corrective and preventative action of customer complaints and feedback.
- Complete area checklists and administrative duties accurately and thoroughly.

#### **Development and Innovation**

- Provide input into relevant administration tasks to assist with improving services, efficiency, accuracy and time management
- Provide input as required to testing the customer management system, user accounts and merging files
- Assist with Human Resource's requirements as requested

#### **Operation and Administration**

- Receive, open, record and distribute incoming and outgoing mail on a daily basis, including freight operators packages
- General administration duties including correspondence, faxing, photocopying, mail outs, filing and archiving
- Assist with data entry, processing and quality assurance of candidate information and course assessment documentation
- Assist with advertising and marketing as required
- Administer online merchandise orders
- Assist in the administration of conferences and other events as required
- Ensure reception area, meeting room and kitchen areas are well presented and clean; arrange weekly collection of recycle bins.
- Support to other staff as required

#### **Risk Management**

- Take reasonable care for your own health and safety, and for the health and safety of others.
- Cooperate with Workplace Health and Safety legislative requirements and AUSTSWIM's organisational guidelines, policies and procedures in relation to risk, health and safety.

#### **Relationship Building**

- Engage and collaborate with AUSTSWIM stakeholders through job tasks.
- Maintain a professional and collaborative approach to all those in industry

#### **Communication and Community Strengthening**

- Communicate to all staff members and stakeholders on matters relating to job tasks as required.

## AUTHORITY

The position requires compliance with organisational controls policies, accuracy, results and achieving targets as set by Manager.

## Attributes, Knowledge and Experience

- Clear and concise verbal communication skills
- Body language awareness
- Intermediate Microsoft Suite skills
- Familiar with the suite of AUSTSWIM courses and resources
- Respect towards customer and fellow staff
- General interest in the aquatic industry

## CONDITIONS OF EMPLOYMENT

- Span of hours of work, (Monday to Friday 8.00am to 6.00pm or as negotiated)
- Rostered hours within this range
- This position requires a state-based Working With Children check
- This position is subject to a Police Records Check (state specific)
- Weekend work is required for conferences and trade exhibits (refer to staff handbook for conditions).
- This position is subject to a 6 month probationary period
- The position is in accordance with the terms and conditions of contract.

## KEY SELECTION CRITERIA

- Excellent organisational and administrative skills.
- Excellent oral and written communications skills and the ability to communicate to all level of stakeholders.
- Ability to work independently and in a team environment.
- Experience in the use of IT systems such as database management and computer applications.
- A demonstrated commitment to ethical practices and compliance with Workplace Health & Safety, EEO and anti-discrimination.
- Desired aquatic industry experience.
- Drivers Licence.

<b>Approved by:</b>	Craig Halliday
<b>Signature:</b>	
<b>Position:</b>	General Manager – Education and Communication
<b>Date:</b>	11 May 2019