

## Position Description

### Customer Service Officer – Sports and Recreation

#### Position profile

<b>Business Unit</b>	Recreation and Community Services	<b>Position number</b>	
<b>Department</b>	City Life	<b>Status</b>	Casual - Seasonal
<b>Salary group</b>		<b>Date Endorsed</b>	27 June 2017
<b>Reports to</b>	Supervisor Aquatic Centre		

#### Overview

Bayside Council brings together the former City of Botany Bay and Rockdale City Councils. The new organisation was established by Proclamation on 9 September 2016. The Bayside Council area covers approximately 50 square kilometres and has an estimated population of 152,814.

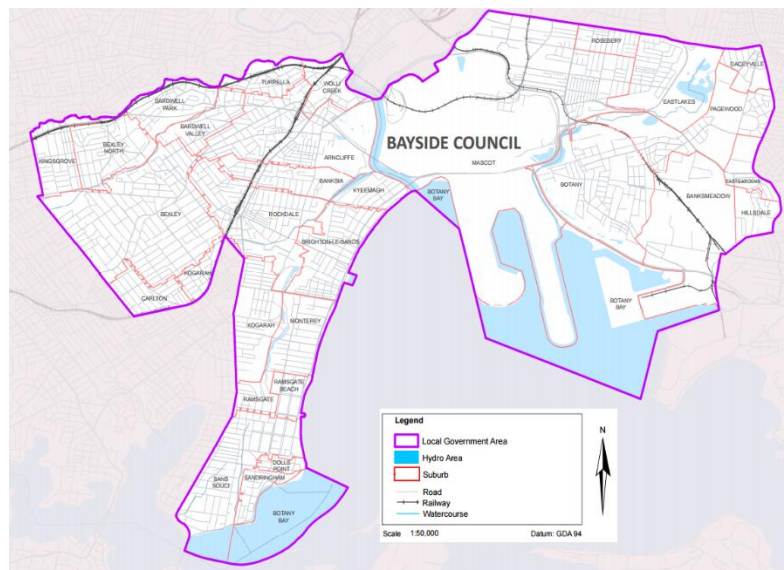
Bayside Council is the gateway to Sydney’s south. With significant state infrastructure within our boundaries and key transport corridors between Port Botany, Sydney Airport and greater Sydney, change is everywhere and so are the opportunities.

Bayside Council represents a fresh start for the community and a great opportunity for staff to build a new and stronger Council.

This is an exciting opportunity for an innovative individual to be part of creating a dynamic organisation that serves the Bayside community well.



- Population: 152,814
- Area (sq Km): 50
- Number of Wards: 5
  1. Botany Bay Ward
  2. Bexley Ward
  3. Rockdale Ward
  4. Mascot Ward
  5. Port Botany Ward
- Staff: 800



## Values

The following values were developed by Bayside Council employees and underpin our shared commitment in delivering our vision for the future.

The values guide us and define how we strengthen our working environment to deliver on the aspirations of our community.

- **Visionary Leadership** - We are all leaders - decisive, outward focused and forward thinking, setting the vision for Bayside Council today and into the future
- **Empowered People** - We are courageous and innovative - committed to making a difference in our work
- **Meaningful Relationships** - We support and invest in each other - creating a strong collaborative culture
- **Exceptional Service** - We go above and beyond – delivering an outstanding customer experience every time

## Primary purpose of the role

To provide face to face customer service to patrons of the Aquatic pool to ensure an accessible and safe recreation service to the community and sporting groups in line with agreed service levels and established procedures.

The role is responsible to provide service support to maintain a professional image of Council's Aquatic Pool and programs and a positive experience for patrons.

## Key accountabilities

Within the area of responsibility, this role is required to:

- Guide and direct patrons and new service users to access and use Aquatic pool facilities safely.
- Respond in person and by phone and provide follow up on patron enquiries, needs and concerns in a timely manner to improve and maintain quality service.
- Provide information about Aquatic pool programs, events and resources to ensure maximum participation and benefit to the patrons and the community.
- Undertake a range of administrative functions including cash handling reconciliations, bookings, set up, cleanliness and presentation, and opening and closing of the Aquatic pool in line with established procedures.
- Assist Aquatic Pool team members with tasks associated with delivery of Aquatic pool programs and events to ensure smooth operations.
- Contribute to team input regarding review of Aquatic Pool policies and procedures.
- Promote the positive and collaborative culture and values of the organisation through open, fair and transparent decision making and ethical, professional behaviour.
- Work in collaboration with and assist the team, manager and other key stakeholders to achieve business unit goals, work requests, demands and Council priorities.

## Key challenges

- Responding in a timely manner to a range of different enquiries given seasonal service peaks and demands and the need to maintain exceptional levels of customer service.

## **Role Dimensions**

### **Decision Making**





- The role is accountable for the delivery of tasks to meet expectations in terms of quality, deliverables and outcomes.
- Guided by Council-agreed strategic plans, statutory guidelines and relevant legislation.

### **Essential Requirements**

- Current First Aid Certificate relevant to the role.
- Current Working with Children Check (NSW).

## Competency summary

Below is the full list of competencies adapted from the NSW Public Sector Capability Framework and the level required for this role. The competencies in bold are the focus competencies for this role. Refer to the next section for further information about the focus competencies.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Foundational
	<b>Act with Integrity</b>	<b>Foundational</b>
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Foundational
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	<b>Think and Solve Problems</b>	<b>Foundational</b>
	Demonstrate Accountability	Intermediate
 Business Enablers	<b>Finance</b>	<b>Foundational</b>
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Foundational

## Focus Competencies

The focus competencies for the role are the competencies in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b> Act with Integrity	Foundational	<ul style="list-style-type: none"> <li>Behave in an honest, ethical and professional way</li> <li>Take opportunities to clarify understanding of ethical behaviour requirements</li> <li>Identify and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role</li> <li>Speak out against misconduct, illegal and inappropriate behaviour</li> <li>Report apparent conflicts of interest</li> </ul>
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>Support a culture of quality customer service in the organisations</li> <li>Demonstrate a thorough knowledge of the services provided and relay to customers</li> <li>Identify and respond quickly to customer needs</li> <li>Consider customer service requirements and develop solutions to meet needs</li> <li>Resolve complex customer issues and needs</li> <li>Cooperate across work areas to improve outcomes for customers</li> </ul>
<b>Results</b> Think and Solve Problems	Foundational	<ul style="list-style-type: none"> <li>Find and check information needed to complete own work tasks</li> <li>Identify and inform supervisor of issues that may impact on completion of tasks</li> <li>Escalate more complex issues and problems when these are identified</li> <li>Share ideas about ways to improve work tasks and solve problems</li> <li>Suggest improvements to work tasks for the team</li> </ul>
<b>Business Enablers</b> Finance	Foundational	<ul style="list-style-type: none"> <li>Understand that government services budgets are limited and must only be used for intended purposes</li> <li>Appreciate the importance of accuracy and completeness in estimating costs as well as calculating and recording financial data and transactions</li> <li>Be aware of financial delegation principles and processes</li> <li>Understand compliance obligations related to using resources and recording financial transactions</li> </ul>

## Corporate Obligations

<b>Budget</b>	Council adopted budget for financial year.
<b>Delegations</b>	Decisions associated with this position are to be made in accordance with the Delegations of Authority approved by the General Manager.
<b>Risk Management</b>	Contribute to Council's risk management framework.
<b>Integrated Management Systems</b>	Continually review policies, procedures & processes to increase organisational effectiveness and efficiency and create a culture of innovation and continuous improvement.
<b>Workplace Health and Safety</b>	<p><b>Workers</b> have overall responsibility, accountability and authority to ensure their workplace is a healthy and safe workplace for all workers and will have the following work health and safety (WHS) responsibilities:</p> <ul style="list-style-type: none"> <li>• Participate in the implementation of WHS information within Council's Safety Management System (SMS)</li> <li>• Participate in consultation of WHS issues in their area of responsibility and WHS reporting, risk assessment and incident investigations</li> <li>• Develop the necessary knowledge and skills to effectively enable you to carry out your WHS responsibilities that are assessed through KPIs noted in your Individual Work Objectives</li> <li>• Wear personal protective equipment and follow safe work procedures, where relevant</li> <li>• Report all hazards, near misses, and incidents as soon as practical to Manager, Coordinator or Team Leader and no later than 24 hours following the event, and</li> <li>• Participate in incident investigations and risk assessments within 24 hours of notification.</li> </ul> <p><b>OUTDOOR EMPLOYEE:</b></p> <p>To be aware of appropriate procedures in relation to safe manual handling techniques when undertaking work tasks, including:</p> <ul style="list-style-type: none"> <li>• Correct techniques for activities such as lifting, digging, planting, weeding, topdressing, cleaning etc.</li> <li>• Use of correct postures, harnesses, etc while using machinery or equipment such as mowers, brushcutters etc.</li> <li>• Appropriate variation of duties throughout the day.</li> <li>• Keeping work area organised and tidy.</li> <li>• Safe and correct use, storage and transportation of chemicals.</li> </ul>
<b>Code of Conduct</b>	All staff are required to adhere to the Code of Conduct and associated policies, including, but not limited to Gifts and Benefits policy; Secondary Employment policy; Public Interest Disclosure policy; and Bullying & Harassment Prevention policy.
<b>Customer Service</b>	Provide quality customer service to external and internal customers in accordance with Council's values, policies and procedures.

<b>Records Management</b>	Comply with Council's Records Management policies, procedures and guidelines.
<b>Disclosures of Interest</b>	Disclose pecuniary interests (if a designated person in accordance with s 441 of the Local Government Act 1993).
<b>Equal Employment Opportunity</b>	Comply with EEO based legislation and Council's policies, procedures and guidelines.

<b>HUMAN RESOURCES USE</b>	
Does this position fall under the definition of child related employment?	<b>Yes</b>
Does this position require incumbent to undergo criminal reference check?	<b>No</b>
Does this position require incumbent to demonstrate good driving record or possess a specific licence?	<b>No</b>
<b>Specify licence:</b>	
Will incumbent need to make disclosure of pecuniary interest?	<b>No</b>
Could there be a conflict of interest with secondary employment?	<b>Yes</b>