



# Pymble Ladies' College

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## POSITION DESCRIPTION

**Title:** Senior Customer Service Assistant - Aquatic and Fitness Centre

**Reports to:** Customer Service Co-ordinator - Aquatic and Fitness Centre

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## POSITION SUMMARY

The Senior Customer Service Assistant will work within the Aquatic Centre and play a pivotal role in the day to day administration of the Learn to Swim and Squad Programs, ensuring that all our clients have a positive experience within the Centre. This role will support the Customer Service Co-ordinator within the office, including general enquiries, using dedicated software to process bookings and payments for customers, phone and email communication with customers, marking attendances and managing existing bookings. You will be responsible for the smooth operation of your shifts and will work independently from the Customer Service Co-ordinator from time to time and therefore be the shift leader on certain days and times as allocated.

## ROLE RESPONSIBILITIES

### 1. Customer Service

- 1.1 Ensure the customers' requirements are met in a positive and enthusiastic manner.
- 1.2 Demonstrate a professional approach to front line customer service requests.
- 1.3 Ensure processes and procedures are followed and make suggestions for improvements where appropriate. Update work instructions.
- 1.4 Ensure retail sales are maximised and products are provided to meet customer needs.
- 1.5 Undertake induction training for new Customer Service staff where requested.
- 1.6 Manage the roster according to your shifts. Coordinate replacements where needed to ensure coverage on your allocated shift.
- 1.7 Support other casual staff where training and support is required on your shift.
- 1.8 Manage customer complaints and where appropriate escalate to the Customer Service Co-ordinator.

- 1.9 Ensure new bookings, cancellations, suspensions and promotions are accurately recorded in the Links booking system.
- 1.10 Work closely with Deck Supervisors and the Learn to Swim Co-ordinator when on shift.
- 1.11 Ensure outstanding fees are collected daily and customers are followed up appropriately.
- 1.12 Support the promotion and use of the Links Active Carrot customer portal and assist customers in understanding how to access and use the portal.
- 1.13 Manage the student absentee report and ensure appropriate follow up for customers who have been absent for two weeks or more.
- 1.14 Learn the process of conducting the direct debit run and be able to stand in for Customer Service Coordinator when absent or on leave.
- 1.15 Demonstrate a positive representation of the College to the community.

## **2. Communication**

- 2.1 Ensure all written and verbal communication is courteous, professional, accurate and reflective of College values.

## **3. Risk and Compliance**

- 3.1 Report directly to the Principal on any matters relating to child protection.
- 3.2 Consistently adhere to College policies and procedures, importantly the Risk Management, WHS, Child Protection and our emergency response practices.

## **4. Professional Learning**

- 4.1 In partnership with your Manager, continuously align your skills and professional development requirements to ensure that you are meeting the obligations of your role.

## **5. Other duties may be required from time to time**

### **PERSONAL CAPABILITIES**

- Willingness to support the ethos and values of the College.
- Excellent presentation and customer service skills.
- Excellent administration and organisational skills.
- Previous experience in the use of Microsoft Office Suite (Word, Excel and Outlook)
- Current CPR certificate.
- Previous experience in Links POS system is an advantage.