



Pymble Ladies' College

POSITION DESCRIPTION

Title: Customer Service Assistant - Aquatic and Fitness Centre

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

POSITION SUMMARY

The 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.

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.
- 1.4. Ensure retail sales are maximised and products are provided to meet customer needs.
- 1.5. Manage customer complaints and where appropriate escalate to the Customer Service Co-ordinator.
- 1.6. Ensure new bookings, cancellations, suspensions and promotions are accurately recorded in the Links booking system.
- 1.7. Work closely with Deck Supervisors and the Learn to Swim Co-ordinator when on shift.
- 1.8. Ensure outstanding fees are collected daily and customers are followed up appropriately.
- 1.9. Support the promotion and use of the customer service portal and assist customers in understanding how to access and use the portal.

1.10. Manage the student absentee report and ensure appropriate follow up for customers who have been absent for two weeks or more.

1.11. 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.