

# POSITION DESCRIPTION

## CORPORATION OF THE CITY OF UNLEY

### 1. JOB IDENTIFICATION:

**Title of Position:** CUSTOMER SERVICE OFFICER  
**Business Unit:** COMMUNITY AND CULTURAL CENTRES  
**Reports to:** COORDINATOR GOODWOOD COMMUNITY CENTRE  
**Classification:** MOA 2

### 2. POSITION OBJECTIVES:

- Responsible for day-to-day customer service and assistance with administration including venue hire bookings, phone enquiries, collection of payments, invoicing, Centre program support, and the preparation of rooms for hirers.
- Provide support and assistance to the Coordinator, Community Centres' team, volunteers and student placements.
- Based at Goodwood Community Centre, working across Clarence Park Community Centre, Fullarton Park Community Centre and Unley Community Centre as required.

### 3. KEY RESPONSIBILITIES:

- Provide a high level of customer service by responding to phone, visitor and participant enquiries.
- Prepare and maintain all hirer accounts, including a register of bonds held.
- Coordinate hirer details, maintain accessible and accurate records, and implement the annual hire renewal process.
- Liaise with user groups and collect customer feedback.
- Work as part of a cooperative team that shares information and workload.
- Receive, record and be accountable for invoicing, reporting and banking of Centre monies.
- Monitor maintenance and cleaning status of the building and liaise with maintenance staff and contractors to ensure minimum disruption to Centre users.
- Ensure the reception area and facilities are always in a presentable condition and that the appropriate facilities and equipment are available for customer bookings.
- Develop and maintain information promoting the Centre's programs and facilities including providing information for the Community Centres' Facebook page, Annual Program and Council website.
- Be responsible for all incoming and outgoing mail.
- Collect and record attendance, program and hire booking data.
- Demonstrate and support the City of Unley's values when working with others and the community.



**Staff must comply with WHS and Return to Work SA legislation requirements and relevant WHS policies, procedures and safe work practices implemented by the City of Unley.**

**Key WHS Responsibilities:**

- Actively support and contribute to the City of Unley's effective safety culture.
- Identify and report health and safety hazards, accidents, incidents, injuries and property damage within the workplace.
- Taking reasonable care to ensure their own safety and not placing others at risk, including appropriate use of equipment and PPE.
- Complying with the requirements of the City of Unley's WHS management system.
- Attending WHS training and following instructions and advice provided.

**SAFE ENVIRONMENT:**

- Comply with the City of Unley Safe Environment policy and all relevant policies and procedures.
- Notify the Department of Human Services if, on reasonable grounds, you suspect that a child has been or is being abused or neglected if the suspicion is formed in the course of your work while carrying out official duties.
- Notify the Department of Human Services if, on reasonable grounds, you suspect that an aged and/or vulnerable person has been or is being abused or neglected if the suspicion is formed in the course of your work while carrying out official duties.
- Seek advice and support from your Team Leader, Manager or the People & Culture team if a notification is required.
- Advise your Team Leader, Manager or the People & Culture team if there is a change in your criminal history status and undertake a Department of Human Services Screening every three or five years (time frame is related to specific clearance type), unless more regular screening is required for legislative purposes.

**EQUAL OPPORTUNITY EMPLOYMENT**

Contribute to the promotion and adherence of the employee conduct standards and in particular Equal Opportunity by adhering to the provisions of relevant legislative requirements.

Actively support and contribute to the City of Unley's organisational values.

# OUR VALUES



**PURSUE EXCELLENCE**  
WE STRIVE FOR THE BEST  
IN ALL THAT WE DO

## Behaviours that SUPPORT this Value

- Creatively solve problems
- Take on challenging goals
- Understand how you contribute to our vision
- Grow, learn and continuously improve
- Deliver quality work and always aim for outstanding results



**ACHIEVE TOGETHER**  
WE WORK TOGETHER  
TO DELIVER RESULTS

## Behaviours that SUPPORT this Value

- Build on our strengths
- Collaborate across the organisation
- Celebrate our achievements
- Be responsive to others' priorities and needs
- Engage with each other to find effective solutions together



**DEMONSTRATE INTEGRITY**  
WE DO THE RIGHT THING  
AT ALL TIMES

## Behaviours that SUPPORT this Value

- Do what you say you will do
- Address behaviour that is inconsistent with our Values
- Act with transparency, honesty and respect
- Take responsibility for our actions
- Embrace diversity, encourage inclusion and promote belonging



**COMMUNITY FOCUSED**  
WE DELIVER FOR  
OUR COMMUNITY

## Behaviours that SUPPORT this Value

- Demonstrate a can-do attitude
- Effectively communicate and consult with all stakeholders
- Be open, positive and friendly
- Respond promptly and deliver on promises
- Show pride in each other, our organisation and community



**BE PROGRESSIVE**  
WE THINK OUTSIDE THE BOX  
TO INNOVATE AND IMPROVE

## Behaviours that SUPPORT this Value

- Bounce ideas off others
- Generate creative and innovative thinking
- Experiment with new approaches
- Challenge the status quo and embrace change
- Overcome challenges to achieve outcomes

#### 4. PERFORMANCE AND SKILL REQUIREMENTS:

##### a) Qualifications/Experience

###### Essential

- Demonstrated experience in customer service duties, handling phone enquiries, emails and imparting appropriate information and service to members of the public.
- Demonstrated experience in building good relationships with customers, offering unique and innovative solutions and partnering with them to provide the best experience
- Demonstrated experience in general office procedures, record-keeping and administrative processes.
- Demonstrated experience in collection of monies and invoicing.

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**NOTE:** Copies of the above listed qualifications/licences/certificates are required as evidence on appointment.

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###### Desirable

- Experience in working with users of a community facility or similar service.
- Experience in working with volunteers.

##### b) Knowledge

###### Essential

- Office systems and procedures, record-keeping and administration of community facilities.
- Customer service techniques and practices.

###### Desirable

- Knowledge of community programs and activities.
- Knowledge of resources available for use in children's programs.

##### c) Skills

###### Essential

- Ability to work autonomously, prioritise workload and ensure deadlines are met.
- Competent verbal and written communication skills.
- Proficiency in the use of Microsoft Suite of Applications, 365 and internet technologies.
- Ability to multi-task a variety of different tasks, including telephone and administration
- Ability to encourage customer feedback and communicate this to the Centre Coordinator
- Data entry and reporting skills.

**Desirable**

- Ability to operate effectively in a team, contributing positively to team operations and working relationships
- A motivation to learn and self-develop
- Demonstrated ability to work under pressure and manage time effectively

**d) Personal Attributes****Essential**

- Ability to work with people from diverse backgrounds and disciplines
- Flexibility, adaptability and versatility of approach to handle changing customer service needs
- Positive attitude towards assisting customers
- Self-directed, committed and innovative.

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By signing this position description the employee and the employee's manager agrees that it is an accurate reflection of the responsibilities and requirements of the position:

Incumbent: .....

Date: .....

Manager: .....

Date: .....