JOB DESCRIPTION

Job title	**Customer Service Assistant** ***(based at the Gore Aquatic Centre)***
Responsible to	**Head Receptionist**
Held by	**vacant**
Date	**January 2022**
Hours	**Variable, with a minimum of 11 hours per week. The work available is subject to the pool staffing roster (attached) and involves some evening and weekend shifts.**

Purpose of position

To provide "front-line" professional customer service to members of the public by responding to both telephone and counter enquiries. The position is first contact for public enquiries at the Gore Multisports Complex, incorporating the Gore Aquatic Centre, Ice Sports Southland and the MLT Indoor Event Centre.

Primary objectives

- To provide an effective and professional first line of enquiry for the public and users at the Gore multi-sports complex.
- To check and account for all across the counter payments.
- To proactively provide excellent customer service, encouraging customers return.
- To monitor and control the use of aquatic facilities and activities and to positively influence public behaviour so as to provide a safe environment for all users.
- To respond quickly and effectively to emergencies and to patrons in difficulties ensuring both personal and public safety.
- To be motivated, energetic and enthusiastic.
- To maintain the facility at the highest level of cleanliness.
- Undertake other duties as may be required from time to time by the head Receptionist and/or Aquatic Services Manager and accept changes in responsibilities and duties brought about by organisational change.

Key relationships

- General public
- Other Council staff

Key tasks

- Checking, receiving and accounting for payments made over the counter.
- Food handling and sales.
- Ordering goods, receipting and receiving with Manager's authorisation.
- Undertake a daily balance ensuring that cash receipts are accurately recorded in accordance with set procedures and within set time frames.
- Undertake monthly stock takes.
- Identify nature and scope of personal or telephone enquiries and direct to appropriate person. When appropriate personnel are not available, redirect the enquiry or record concise particulars for follow up and direct to the appropriate person.
- Produce monthly invoices.
- Accept and process bookings for the Gore Multisports Complex and Mataura pool, including follow up letters and confirmation advice when required.
- Ensure the foyer and reception area is maintained to a high standard of cleanliness at all times.
- Maintain an up to date knowledge of the functions, responsibilities and services of the multi-sports complex.
- Ensure cashier's drawer is kept secure at all times.
- Be available to assist at the indoor events centre with setting up of courts and cleaning, provided that the operational requirements of the aquatic centre are not compromised.

Personal qualities and qualifications

Experience and knowledge

- A good understanding of receipting and banking processes.
- A good knowledge of computers, including Excel and Word.
- Excellent English and telephone skills.
- Word processing skills.

Specific skills

- Ability to communicate with people at all levels of the organisation.
- Be self-motivated and exhibit creative flair.
- Ability and willingness to take ownership of delegated responsibilities.
- Ability to deal with the public and ensure that the Council provides first class customer service.
- Ability to think through issues and help others to resolve their problems.
- Must be computer literate and have the ability to understand the causes and effects of transactions processed.
- Ability to be flexible and assist with other duties during busy periods.

Personal qualities

- Show a high level of personal and professional integrity.
- Be self-confident.
- Have a good work ethic.
- Able to use initiative.
- Able to express ideas clearly.
- Ability to work with minimum supervision, manage workflows and prioritise tasks.
- Be flexible and adaptable.
- Demonstrate an ability to handle difficult customers.
- Maintain a well groomed and professional appearance by the wearing of the Council's uniform (supplied).

Aquatic operations manual

On commencement of employment the employee will be issued with the appropriate operations manual applying at the time to the Gore Aquatic Centre. All employees need to be familiar with the contents of the manual.

All staff will have an individual training file where progress and skill development will be documented. Specific performance and standards expected will be monitored and discussed with the employee as necessary.

Occupational health and safety

The employer and employee will meet their obligations under the Health and Safety at Work Act 2015.

The employer's duties include ensuring, so far as is reasonably practicable:

- The provision and maintenance of a safe working environment for employees and others in the workplace.
- The provision and maintenance of facilities for the welfare of employees while at work
- The provision of necessary training instructions to employees.
- The provision and maintenance of safe machinery, equipment, and working arrangements.
- The provision of suitable procedures to deal with work emergencies.
- That health and safety employee engagement and participation practices are in place.
- That it consults and cooperates with other businesses operating in the same workplace(s).

The employee will follow the employer's health and safety rules and procedures (Gore District Council's health and safety manual). The employee will take reasonable care to look after their own health and safety at work, their fitness for work and the health and safety of others.

Examples of how the employee can take reasonable care include:

- Following all health and safety rules and instructions.

- Participating in health and safety discussions.
- Taking reasonable care that their actions (or inactions) do not cause harm, or risk of harm, to themselves or others.
- Not reporting for duty under the influence of alcohol or drugs that impair their performance or fitness for work.
- Wearing all the necessary personal protective equipment and clothing.

The employee must report any potential risks, accidents, incidents and near misses so that the employer can investigate or eliminate or minimise harm or risk of harm.

Failure to follow reasonable health and safety rules (including this clause) may be considered serious misconduct.

Confidentiality
The employee during the time of employment and after termination of employment, will keep confidential any knowledge or information which may be acquired during the course of or incidental to that employment with the Gore District Council concerning any members, staff, customers or clients of the Gore District Council or other confidential matters with which the Council may have been involved.

Property
Following termination of employment, the employee shall deliver to the Gore District Council all materials, papers, documents, uniforms and any other property of the Gore District Council before a final pay will be settled.

KiwiSaver
If the employee is a member or is automatically enrolled, the Council will make a matching employer contribution of either 3% or 4% to any approved KiwiSaver scheme. The employee may elect to make a 3%, 4%, 6%, 8% or 10% contribution.

Gore Multisports Complex - Reception Roster - 4 week rollover

Week 1	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Hours	
CSA A					8.30am - 3pm	8.30am - 3pm	8.30am - 3pm	18	Julie
CSA B	*9.45am - 6.15pm*	*9.45am - 6.15pm*	4.45pm - 8.15pm	8.30am -2.30pm	2.45pm - 8.15pm	2.45pm - 8.15pm	2.45pm - 8.15pm	40	Gloria
CSA C			8.30am - 5pm	2.15pm - 8.15pm				13.5	Pos 3 vacant

Week 2	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Hours	
CSA A	*9.45am - 6.15pm*	*9.45am - 6.15pm*			8.30am - 3pm	8.30am - 3pm	8.30am - 3pm	34	Julie
CSA B			2.45pm - 8.15pm	8.30am - 3pm	2.45pm - 8.15pm	2.45pm - 8.15pm	2.45pm - 8.15pm	26	Gloria
CSA C			8.30am - 3pm	2.45pm - 8.15pm				11	Pos 3 vacant

Week 3	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Hours	
CSA A					8.30am - 3pm	8.30am - 3pm	8.30am - 3pm	18	Julie
CSA B	*9.45am - 6.15pm*	*9.45am - 6.15pm*	4.45pm - 8.15pm	8.30am -2.30pm	2.45pm - 8.15pm	2.45pm - 8.15pm	2.45pm - 8.15pm	40	Gloria
CSA C			8.30am - 5pm	2.15pm - 8.15pm				13.5	Pos 3 vacant

Week 4	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Hours	
CSA A					8.30am - 3pm	8.30am - 3pm	8.30am - 3pm	18	Julie
CSA B			2.45pm - 8.15pm	8.30am - 3pm	2.45pm - 8.15pm	2.45pm - 8.15pm	2.45pm - 8.15pm	26	Gloria
CSA C	*9.45am - 6.15pm*	*9.45am - 6.15pm*	8.30am - 3pm	2.45pm - 8.15pm				27	Pos 3 vacant