

Customer Service Officer

CLASSIFICATION: Band 3

OCCUPANT: Vacant

DATE: September 2026

POSITION CONTEXT & OBJECTIVE(S):

To provide phone and in-person customer service, sales and administrative functions at the Warrnambool Aquatic Leisure Centre.

KEY RESPONSIBILITIES AND DUTIES:

1. Customer Service

- Providing a high level of service to internal and external customers.
- Conducting client interactions through the Centre's customer relationship management system.
- Actively cross promotes AquaZone's programs and services to patrons.
- Maintaining the presentation of work areas to agreed standards.
- Ensuring accurate recording and reporting of all accidents, incidents and customer feedback/complaints.
- Completing all required administrative functions efficiently and effectively.

2. Sales

- Process membership, merchandise, bookings and casual use transactions through use of the Centre's point of sale hardware and software.

3. Operations

- Ensure the efficient and effective operation of the cafe/kiosk, including customer and food service functions.
- Ensure all food preparation and handling regulations and standards are complied with.
- Ensure the cafe/kiosk and reception areas are maintained in a clean and tidy presentation.

4. Finance and Administration

- Maintain accurate cash handling and record keeping procedures in the areas of responsibility for the position.

5. Occupational Health and Safety

- Identify, respond to and record incidents involving patrons, and where necessary notify the Centre Operator to take action to reduce risk.
- Assist with emergency and evacuation procedures as directed by the Centre Operator.

6. Training and Knowledge

- Attendance at scheduled workshop and training sessions as directed by the Customer Service Team Leader. Have and maintain a sound knowledge of the Centre and its programs and services and communicate this to users when required.

Council is committed to creating and maintaining a child safe and child friendly city, where all children are valued and protected from abuse. Child safety and wellbeing are a community responsibility and are everyone's business. The safety of children in our care is Council's first priority and we have zero tolerance for child abuse or harm.

OUR ORGANISATIONAL VALUES

WORKING TOWARDS A BETTER WARRNAMBOOL

Customer Service Officer

KEY SELECTION CRITERIA:

Applicants should address the following in their applications

1. Demonstrated computer skills and cash handling.
2. Extensive Customer Service skills.
3. Skills in managing time, setting priorities and organising work.
4. Skills in providing guidance with the ability to gain cooperation from members, user groups and the public.
5. Demonstrated knowledge to follow policy and procedure.
6. Well developed written and verbal communication.

The qualifications, skills and experience outlined in this position description are ideals to which the occupant will aspire. Unless specifically stated, they are not absolutely essential.

GENERAL EMPLOYMENT PROBITY CHECKS:

The incumbent must have and maintain a current Fit2Work (Police Records):

☐ YES

The incumbent must have and maintain a Working with Children Check:

☐ NO

ORGANISATIONAL RELATIONSHIPS:

Reports to:	Customer Service Supervisor
Supervises:	N/A
Internal Contacts:	Other Centre Staff & Council Staff
External Contacts:	User Groups & General Users

RELATIVE LEGISLATION

- Fair Work Act 2009
- National Employment Standards
- Occupational Health & Safety Act 2004
- Superannuation Act 1976
- Victoria Long Service Leave Act 2018
- Victoria Workplace Injury Rehabilitation and Compensation Act 2013
- Gender Equality Act 2020

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- The Customer Service Officer is responsible for performance in the areas of Key Responsibilities and Duties outlined above.
- Decisions and advice impact directly upon individual customer satisfaction.
- The Officer's advice also contributes to the development of organisational procedures and systems

OUR ORGANISATIONAL VALUES
WORKING TOWARDS A BETTER WARRNAMBOOL

Customer Service Officer

JUDGEMENT AND DECISION MAKING:

- The Customer Service Officer is required to make judgements under general supervision about the handling of a wide range of service matters.
- Decisions about individual issues must be based on a sound knowledge of the whole of the Centre's activities and can be referred to the Duty Manager or Customer Service Team Leader where applicable.

SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be utilised:

- Well developed knowledge of and commitment to both the principles and practice of high quality customer service.
- Capacity to acquire a thorough knowledge of Centre services and procedures.
- Ability to operate Windows-based word processing and data systems.

MANAGEMENT SKILLS:

The following management skills are required to be utilised:

- Skills in managing time, individual customer issues and one's own work priorities.

INTERPERSONAL SKILLS:

The following interpersonal skills are required to be demonstrated:

- Well developed written and oral communication skills.

QUALIFICATIONS AND EXPERIENCE:

The following qualifications and experience are required for the position:

- Minimum twelve months experience in a similar role.
- Working With Children Check
- Food Safety/ handling Certificate

TERMS AND CONDITIONS OF EMPLOYMENT:

The Terms and Conditions in this Position Description are to be read in conjunction with the Warrnambool City Council Enterprise Agreement.

OTHER DUTIES:

Responsibilities and duties included in this Position Description are subject to the multi-skilling provisions of the relevant Award and/or the Warrnambool City Council Enterprise Agreement.

AGREEMENT:

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms & Conditions of Employment and I agreed to abide by the terms and conditions stipulated therein.

OUR ORGANISATIONAL VALUES
WORKING TOWARDS A BETTER WARRNAMBOOL



ACCOUNTABILITY



COLLABORATION



RESPECTFULNESS



PROGRESSIVENESS



WELLBEING

Customer Service Officer

Name:	
Signature:	
Date:	

OUR ORGANISATIONAL VALUES

WORKING TOWARDS A BETTER WARRNAMBOOL



ACCOUNTABILITY



COLLABORATION



RESPECTFULNESS



PROGRESSIVENESS



WELLBEING