



CUSTOMER SERVICE OFFICER (CASUAL)

Job Description

Location: Acton, Canberra

Reports to: Customer Service Administrator/Coordinator, Health and Fitness Manager

Hours: mornings, afternoons and evenings (Mon-Sun)

ANU Sport is an independent incorporated association that delivers sport, fitness and recreation services and opportunities to the ANU Community. ANU Sport is a UniSport Australia and Elite Athlete Friendly University member institution and the ANU is a member of the Group of 8, Australia's eight leading universities.

We exist to facilitate connections within the campus community through health, well-being and sport. Our aim is to enhance and grow the opportunities for students and the ANU community to engage in sport, fitness, and recreation, promoting well-being and balanced lifestyles. ANU Sport is responsible for the operation and management of the ANU Sport Fitness Centre and all the University sport and recreation facilities, along with supporting over 30 sport and recreation clubs and delivering social and competitive sporting programs.

About the role:

As a Customer Service Officer (CSO), you will be the face of the business, meeting and greeting all members and patrons whilst performing essential functions. In this role, you will play a significant role in supporting the health and wellbeing of the community we serve by providing professional customer service and assistance.

The main functions of the role are to assist customers with their membership to the gym, carry out casual facility hire as well as providing up-to-date information on services, programs and activities to all ANU Sport users.

CSOs are required to provide consistent and high-level service to our community, often face to face. Following established processes and procedures for memberships, POS transactions as well as general administrative practices. Throughout their shift, CSOs perform multiple different tasks and operate as part of a high performing and supportive team.

Key Responsibilities:

All ANU Sport employees are expected to operate in accordance with established policies and procedures of the association at all times.

The following duties are to be carried out as directed in the "Front of House Bible":

1. Front of House and Facility Service

- Be the welcoming face of the ANU-Sport Organisation, greeting members and guests with a warm and friendly attitude.



- Ensure the cleanliness and orderliness of the front of house area and facility amenities.
 - Respond to inquiries, provide information, and assist with member and guest needs promptly and professionally.
2. **Completion of membership administration duties**
 - Effectively handle all membership administration tasks, including processing new member applications, renewals and cancellations.
 - Maintain accurate and up-to-date membership records in the database.
 - Ensure timely communication with members regarding membership-related matters, such as dues, renewals and benefits.
 - Collaborate with the finance department to reconcile membership fees and payments.
 - Address member inquiries and concerns related to their membership status.
 3. **Efficient Management of Booking System**
 - Ensure that the booking system is operating efficiently and accurately.
 - Assist members and guests in making reservations and bookings.
 - Resolve any booking-related issues promptly and professionally or escalate as required.
 4. **Use of Point-of-sale System**
 - Operate and maintain the point-of-sale system accurately.
 - Report any issues or discrepancies with the POS system to the appropriate personnel.
 5. **Availability of Membership Forms, Price Lists and Club Brochures**
 - Ensure that membership forms, price lists, and club brochures are readily available to members and guests.
 - Keep the materials well-organized and up to date.
 6. **Stock Level Maintenance**
 - Monitor and maintain appropriate stock levels of essential items, including but not limited to merchandise, supplies and promotional materials.
 - Collaborate with relevant teams to replenish stock as needed to avoid shortages.
 7. **Opening Shifts (in addition to regular duties)**
 - Preparing the CSO desk and ensuring that ANU Sport facilities are ready for daily operation.
 - Ensuring promotional materials and TV screens are visible as required.
 - Opening the building at the correct time.
 8. **Closing Shifts (in addition to regular duties)**
 - Announcements to let customers know we are closing soon.
 - Closing the gym and tidying the gym floor ready for the next day.
 - Locking rooms and front door.
 - End of day email.
 - Ensuring CSO desk and reception are clean and tidy ready for the next day.
 9. **Set-up Shifts**
 - Maintain familiarity with current set-up procedure via in-person and video training.



- Proactively work to ensure that required set-ups are completed efficiently and on time.
- Monitoring Envibe and moving bookings to a different location if necessary.

10. Support other departments within the ANU-Sport Organisation

- Collaborate with the marketing, sports development, facilities and finance teams within the organisation as needed to provide support.
- Assist management in administrative tasks and special projects.
- Contribute to the achievement of departmental and organisational goals.

11. Other Duties as Directed

- Be flexible and responsive to perform additional tasks and responsibilities as directed by the ANU Sport Leadership Team.

About you:

Our ideal candidate is high energy and passionate about sport and physical activity. You are someone who wants to work with good people and make a difference.

ANU Sport is looking for someone who is out-going, a great communicator and a team player who gains energy from face-to-face interactions. In a customer facing role, we are looking for someone who can consistently and steadily perform their role throughout the shift.

Excellent written and oral communication skills, ability to multi-task and the ability to work autonomously are the primary skills required to be a CSO.

We value personality over experience as there is a comprehensive training program that will quickly bring you up to speed of the expectations and responsibilities of a CSO.

Our Fitness Centre Opening Hours are 6am - 10pm Monday - Friday and 8am - 7pm on Weekends, candidates will require valid travel arrangements during these times.

Requirements:

1. Effective Communication

- Exceptional verbal and written communication skills to interact and build professional working relationships with staff, members, and guests.

2. Empathy and Patience

- Demonstrating empathy and patience when addressing customer inquiries and concerns.

3. Problem-Solving, Critical Thinking Skills and The Use of Initiative

- The ability to quickly identify solutions and resolve customer issues efficiently without the need for escalation to management (where necessary). The use of initiative emphasizes the importance of proactively seeking improvements and innovations in the workplace.

4. Strong knowledge of membership and facility products and the other services ANU-Sport provides

- A thorough understanding of ANU-Sport Fitness Centres membership and service options, ANU-Sport's facility hire practices and other ANU-Sport Affiliated products and services to provide accurate information to members and guests.



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5. Adaptability

- Willingness to adapt to changing situations, customer needs and evolving processes and procedures.

6. Time Management

- Effective time management skills to ensure timely responses to customer inquiries and maintain well-organized day-to-day operations in the front of house area.

7. Professionalism and Integrity

- Maintaining a professional appearance and demeanour when representing ANU-Sport in all customer interaction and always acting with a high level of integrity, while establishing and maintaining productive working relationships with staff, members, and guests.

Mandatory:

- Current Working with Vulnerable People Card

Desirable Qualification and Skills:

- Current First aid Certificate
- Drivers Licence and own vehicle

Our Culture:

At ANU Sport we have a strong focus on bringing out the best in people, both our members and our staff. We pride ourselves on our commitment to being honest, passionate, connected, and progressive in our approach to delivering our programs to our community.