

Position Title	Customer Experience Officer Leisure & Aquatics
Department	Community Services
Division	
Unit	Leisure & Aquatic Services
Team	Birrong, Canterbury, Max Parker, Roselands
Supervises	Nil
Reports To	Team Leader Leisure, Wellness and Aquatics Customer Experience
Grade	B
Date Prepared	17/01/2020
Date Last Updated	20/04/2026

Our Vision & Values: A leading organisation that collaborates & innovates



We are committed to **safety**



We work as one **team**



We act with **integrity**



We care about our **customers**



We **continuously improve**

Primary Purpose of Position

To provide a high quality customer experience to all centre users in line with Council's organisational values and the Canterbury Bankstown Leisure & Aquatic Services Customer Service Charter.

Accountabilities

- Ensure the Customer Experience is delivered in line with the Aquatics Customer Service Charter
- Cash transactions and reconciliation with speed and accuracy, manage daily takings and report discrepancies to the Team Leaders
- Keep cash collated, secure and out of sight of customers
- Data entry, appropriate documentation and record keeping
- Action customer, member and phone enquiries and effectively manage Customer feedback in a professional manner
- Ensure all customer service areas are neat, organised and safe
- Carry out basic kiosk operations, food handling and serving
- Ensure the maintenance of stock levels and presentation within budget and conduct monthly stock take
- Confidently sell our products and services & convert membership enquiries into sales
- Achieve set sale KPI's for the customer service area of the business
- Manage and maintain all Centre bookings in conjunction with Team Leaders, the Leisure and Aquatic Team and facility hirers
- Ensure that the reception and kiosk areas are kept clean and well presented at all times
- Ensure all centre signage and promotional material is up to date
- Ensure all website information is up to date through regular monitoring of the site and provision of updated information to the website administrators in a timely manner
- Perform opening/closing duties
- Participate in training sessions relevant to the role
- Ensure compliance with all Council policies and procedures
- Provide guidance to kiosk staff
- Any other duties within skills, competence and training as required by the Aquatics Leadership Team.

Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Profile – Trades / Operational		
Capability Group	Capability Name	Level
 Personal Character	Lead Self	Intermediate
	Display Resilience	Foundational
	Act with Integrity	Intermediate
	Safety and Accountability	Intermediate
 Relationships	Communicate and Engage	Foundational
	Customer and Community Focus	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Innovate and Improve	Foundational
	Deliver Results	Foundational
 Resources	Finance	Foundational
	Assets and Tools	Intermediate
	Technology and Information	Foundational
	Procurement and Contracts	Foundational
 People Leadership	Manage and Develop People	N/A
	Inspire Direction and Purpose	N/A
	Optimise Workforce Contribution	N/A
	Lead and Manage Change	N/A

Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
Personal Character		
Lead Self	Intermediate	<ul style="list-style-type: none"> • Understands what needs to be done and steps up to do it • Pursues own and team goals with drive and commitment • Shows awareness of own strengths and weaknesses • Asks for feedback from colleagues and stakeholders • Makes the most of opportunities to learn and apply new skills
Relationships		
Customer and Community Focus	Intermediate	<ul style="list-style-type: none"> • Identifies and responds quickly to customer needs • Demonstrates a thorough knowledge of services provided • Puts the customer and community at the heart of work activities • Takes responsibility for resolving customer issues and needs
Results		
Think and Solve Problems	Foundational	<ul style="list-style-type: none"> • Finds and checks information needed to complete own work tasks • Breaks down information and issues into component parts • Thinks through the options available and checks his/her suggested approach • Refers complex issues and problems to a manager/ supervisor
Resources		
Assets and Tools	Intermediate	<ul style="list-style-type: none"> • Uses a variety of work tools and resources to enhance work products and expand own skill

- Ensures others understand their obligations to use and maintain work tools and equipment appropriately
- Contributes to the allocation of work tools and resources to optimise team outcomes

* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of “focus” capabilities can change over time, reflecting changing work priorities and current team strengths.

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the Chief Executive Officer.

Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

Work Health & Safety

All staff are required to adhere to Council’s WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

Records Management

All staff are required to comply with Council’s Records and Information Management policies, procedures and guidelines.

Fraud & Corruption Prevention

All staff must familiarise themselves with Councils policies, systems and procedures that are in place to guard against the risk of fraud and corruption. This includes behaving ethically at all times, and actively identifying and reporting any suspected fraud and corruption.

Qualifications and Experience

Essential Qualifications

- Apply First Aid and CPR certificates
- Current food handling certificate
- Working with Children Check

Essential Experience

- Enthusiasm, initiative and an ability to work autonomously and within a team
- Flexible with working across the facilities, operating hours, including early mornings, evenings and weekends.
- Proven experience in the delivery of a high-quality customer experience with previous experience working within a public Customer Service area
- Excellent written, telephone and face to face communication skills
- Ability to exercise initiative in the performance of duties and work with limited supervision
- Cash handling experience
- Point of Sale, PC literacy and administration skills

- Demonstrated ability to communicate with all levels of Staff, Customers and Stakeholders
- Demonstrated experience in the sales, management & stocktake of kiosk items and retail accessories.

Desirable Qualifications and or Experience

- Royal Lifesaving Pool Lifeguard Certificate & Cert III in Fitness
- Class C Drivers Licence

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does this position require incumbent to undergo criminal reference check?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does this position require incumbent to demonstrate good driving Licence class required:	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Will incumbent need to make disclosure of pecuniary interest?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Could there be a conflict of interest with secondary employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does this position have an inherently high risk for fraud and corruption?	<input type="checkbox"/>	<input checked="" type="checkbox"/>