

## Annexure A

<b>Position Title</b>	<b>Customer Service Officer</b>
<b>Occupant</b>	<i>Vacant</i>
<b>Business Unit</b>	State Tennis Centre
<b>Classification</b>	Administration
<b>Position Reporting to</b>	Places to Play & Government Relations Manager
<b>Employment Status</b>	Casual
<b>Location</b>	State Tennis Centre, Tennis West
<b>Date</b>	<b>August 2018</b>

### 1. Position Purpose

This position is responsible for providing friendly, professional and efficient service to Tennis West and State Tennis customers. The position will maintain a high level of security at all times, and ensure the Centre is maintained in align with customer expectancy.

### 2. Reporting and Liaison

- a. Reporting to:**  
Places to Play & Government Relations Manager
- b. Positions Reporting to Job Holder:**  
N/A

### 3. Key Relationships

- a. Internal:**  
State Tennis Centre, Tennis West Business Unit & Tennis Australia
- b. External:**  
Customers, Court Hirers, venue users

### 4. Authorities for Decision Making

Authority N/A

5. Key Responsibilities & Performance Measures		
No.	Key Responsibilities	Performance Measures
(1)	Provide efficient, friendly customer service at all times	Professional appearance and punctual delivery of procedures, customer satisfaction and accuracy
(2)	Process venue bookings and tennis enquiries efficiently	Professional telephone manner
(3)	General admin and data entry tasks as required	Work collaboratively as a team
(4)	Assisting with functions, tournaments and car parking, including setup, service and pack down	Assistance provided with detail and assurance
(5)	Act as caretaker at the State Tennis Centre to ensure primary cleaning security and maintenance at all times	Follow opening and closing procedures and ensure State Tennis Centre kept in secure, tidy, and organised state
(6)	Ensure all courts and surrounds are free of rubbish and grounds kept in clean state	Follow cleaning and maintenance procedures
(7)	Other duties as requested or required by Management.	
(8)	Environmental, Health and Safety Responsibilities: <ol style="list-style-type: none"> <li>1. Complies with Tennis Australia's OH&amp;S policies and procedures</li> <li>2. Takes reasonable care for the safety of his/her own health and safety and that of other people who may be affected by their conduct in the workplace</li> <li>3. Seeks guidance for all new or modified work procedures to ensure that any hazardous conditions, near misses and injures are reported immediately to the Manager</li> <li>4. Participates in meetings, training and other environment, health and safety activities</li> <li>5. Does not wilfully place at risk the health or safety of any person in the work place</li> <li>6. Does not wilfully or recklessly interfere with or misuse anything provided in the interest of environment health and safety or welfare</li> <li>7. Cooperates with Tennis Australia in relation to activities taken by TA to comply with OH&amp;S and environmental legislation.</li> <li>8. Participate in Return to Work Programs, as required to, across the organisation.</li> </ol>	

6. Knowledge & Skills, Qualifications, Competencies, Behaviour & Attributes
<b>Knowledge &amp; Skills</b> <ul style="list-style-type: none"> <li>• Alignment with the Tennis values of Excellence, Humility, Loyalty and Teamwork</li> <li>• Resilient, capable approach to your specific job tasks</li> <li>• Ability to remain calm under pressure and work in a challenging and changing environment</li> <li>• Previous experience in providing exceptional customer service</li> <li>• Experience in cash handling</li> <li>• Excellent communication and interpersonal skills</li> <li>• Ability to work effectively in a team environment and with minimal supervision.</li> <li>• Basic understanding of tennis</li> </ul>
<b>Qualifications</b> <ul style="list-style-type: none"> <li>• Responsible Service of Alcohol Certificate Desirable</li> <li>• First Aid Certificate (desirable)</li> </ul>
<b>Competencies, Behaviours &amp; Attributes</b> <ul style="list-style-type: none"> <li>• Flexible with regards to work schedules, including weekends and evenings</li> <li>• High standard personal grooming and presentation</li> <li>• Has demonstrated ability to provide exceptional customer service</li> <li>• Has a professional and friendly telephone demeanour</li> <li>• Mature minded, sense of responsibility and using initiative with daily tasks and responsibilities.</li> </ul>

## 7. Declaration

I acknowledge that I have read and understand this Position Description which forms part of my employment contract from the date of effect.

**Employee:** \_\_\_\_\_ **(signature) Date:** \_\_\_\_\_

This Position Description is approved by:

**Manager:** \_\_\_\_\_ **(signature) Date:** \_\_\_\_\_

**Director People & Culture:**  \_\_\_\_\_ **(signature) Date:** \_\_25/07/2018\_\_\_\_\_