

WHITEHORSE CITY COUNCIL

Position description

Job title: Customer Service Officer	
Classification: Customer Service Officer	Effective Date: September 2025
Reports to: Customer Service Team Leader / Administration Coordinator	Tenure: Permanent/Temporary/Casual

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



**Excellent Customer
Experience and
Service Delivery**



**Great
Organisational
Culture**



**Innovation
and Continuous
Improvement**



**Good Governance
and Integrity**



**Long Term
Financial
Sustainability**

CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Goal Statement

Leisure Facilities exist to support, develop and empower our team to activate and connect our community.

The Leisure and Recreation Services Department's mission is to empower, activate and connect our community.

The position will provide excellent customer service and accurate and courteous information to all patrons at the front desk or via telephone enquiries and perform accurate cash handling and basic administration duties.

Key Responsibilities

Position Specific Responsibilities

- Provide high quality customer service in accordance with Aqualink policies.
- Undertake basic administrative duties encompassing membership issues/enquiries, facility bookings and data entry in accordance with Aqualink policies and procedures.
- Undertake accurate cash handling duties in accordance with Centre cash handling procedures.
- Conduct membership tours and sales.
- Positively promote Aqualink, its services, programs and memberships by providing accurate information to all patrons and members of the public.
- Treat all patron information in accordance with the Privacy Act.
- Conduct routine cleaning and maintenance tasks to ensure the reception and office areas are clean and maintained to a high standard.
- Restock and count merchandise in accordance with Aqualink procedures.
- Ensure the safety of patrons and respond to first aid and emergency situations in accordance with Centre procedures.
- Actively participate in discussions regarding programs and service improvements.
- Act as Area Warden in emergency evacuations as required.

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.

Accountability and Extent of Authority

Budget: Nil

Staff responsibility: Nil

Judgement and Decision Making

- The position has the authority to act within clearly documented operational guidelines. Any issues that arise that are outside the ordinary day to day responsibilities of the position are referred to the Duty Manager / direct supervisor.

Specialist Knowledge and Skills

Qualifications/Certificates/Licences/Experience:

- Experience in provision of front line customer service.
- HLTAID001 Provide CPR (or willing to obtain as part of employment).
- HLTAID003 Provide First Aid (or willing to obtain as part of employment).
- Satisfactory National Criminal History Check.
- Working with Children Check (or willing to obtain as part of employment)

Technology:

- Experience in Microsoft Office.
- Experience in point of sale and EFTPOS technology.

Other Technical Skills:

- Excellent customer service skills.
- Ability to explain Aqualink services and products and match them to customer needs.

Interpersonal Skills

- Good communication skills to enable positive interaction and effective customer service with patrons and other employees.
- Ability to resolve minor problems relating to multi passes, transactions and/or memberships.
- Capacity to provide professional, attentive customer service to all patrons.

Key Relationships:

- The position will liaise with other team customer service and membership team members, other department staff, leadership team staff, suppliers, schools, sporting clubs and community groups.

Management Skills

- Ability to work as part of a team and individually under routine supervision.
- Ability to provide on the job training based on skills and experience.

Notes and Comments

- The position includes inherent physical requirements. Please refer to the Physical and Functional Requirements Checklist for more information. Short listed candidates may be required to attend a pre-employment medical examination.
- The position may be required to attend out of hours meetings and training sessions.
- The position may be required to work from different locations within the municipality.
- The position may be required to work shifts anywhere within the Centre's ordinary spread of hours:
 - Monday to Friday 4.30am – 11.00pm
 - Saturday 4.30am – 8.30pm
 - Sunday and public holidays 7.00am – 8.30pm

Key Selection Criteria

1. Experience in provision of front line customer service.
2. Experience in Microsoft office and point of sale systems.
3. Communication skills to enable positive interaction and effective customer service with patrons and other employees.
4. Ability to resolve minor problems relating to multi passes, transactions and/or memberships.
5. Ability to work as part of a team and individually under routine supervision.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	X	Performed Sometimes	
Hand/Arm Movement Tasks involve use of hand/arms	X	Performed Often	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.	X	Performed Sometimes	
Standing Tasks involve standing in an upright position	X	Performed Often	
Reaching Tasks involve reaching above head, and above and equal to shoulder height	X	Performed Sometimes	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects	X	Performed Often	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another	X	Performed Sometimes	
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body	X	Performed Often	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Keyboard Duties Tasks involve sitting at workstation and using computer.	X	Performed Often	
Satisfactory Vision Standard of vision required equal to that required for driver's licence	X	Rarely Required	

Any other relevant comments: