

## Position Description

**Job title:** Customer Service Officer

**Reporting to:** Venue Supervisor

**Department:** Tennis

**Location:** St Lucia

---

### Purpose of the Position

The Customer Service Officer is responsible for providing a consistent exceptional customer experience and ongoing promotion and sale of UQ Sport's products and services at the Tennis Centre to increase participation and financial stability.

---

### Key Responsibilities

- Responding to enquiries from customers regarding UQ Sport products, services and facilities
- Resolving customer complaints in a prompt, effective and courteous manner
- Assisting with the opening, closing and setup of facilities including providing and setting up equipment
- Collection of payment for all sales and service transactions
- Responding to incidents and completing incident report forms
- Enforcing facility policies, rules and regulations
- Maintaining cleanliness and presentability of facilities
- Stringing and servicing racquets
- Assisting with administrative duties such as stocktaking and record maintenance

---

### Essential Qualifications

- First Aid and CPR certificates
- Blue Card

---

### Essential Experience and Skills

- A minimum of 12 months' experience in a customer service environment with cash handling experience
- Demonstrated ability to understand and address customer needs
- Ability to multitask and work autonomously
- Excellent communication skills
- Demonstrated ability to work within a team environment

---

### Essential Health and Safety Responsibilities

- Adopting safe work practices



- Actively reporting workplace hazards, injuries and accidents arising from workplace activities and providing recommendations for corrective actions to prevent or minimise the chance of recurrence
- Ensuring your behaviour does not pose a risk to the health and safety of any person and does not interfere with or misuse materials, equipment or property
- Participating in meetings, training and other health and safety activities