

## Position Description



<b>Job title:</b>	<b>Customer Service Officer - Fitness</b>
<b>Reporting to:</b>	<b>Venue Supervisor – Fitness</b>
<b>Department:</b>	<b>Fitness</b>
<b>Location:</b>	<b>St Lucia</b>

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### Purpose of the Position

The Customer Service Officer is responsible for providing a consistent level of exceptional customer experience through the ongoing promotion and sale of UQ Sport products and services with the aim of increasing participation and financial stability.

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### Key Responsibilities

- Providing exceptional customer service to existing and prospective UQ Sport customers, staff and visitors and welcoming them to the facility
- Communication and consultation with customers to promote and provide information on UQ Sport products and services
- Receipt of payment for products and services
- Answering telephone calls and enquiries and triaging queries to the relevant area if necessary
- Performing various administrative tasks including collecting customer details and memberships, completing incident reports and assisting with bookings
- Maintaining a tidy and professional environment and executing various cleaning tasks within the facility
- Maintaining a positive profile for UQ Sport in the wider community

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### Essential Qualifications

- First Aid and CPR certificates

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### Essential Experience and Skills

- A minimum of 12 months' experience in a retail or customer service environment
- Proven cash handling experience and experience using Point of Sale systems
- Demonstrated commitment to customer service excellence
- Exceptional communication skills and interpersonal skills
- Demonstrated ability to take initiative and be proactive
- Demonstrated ability to work within a team environment

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### Essential Behavioural Competencies

- Passion for continuous learning and professional development
- Ability to develop meaningful relationships with internal and external stakeholders
- Demonstrated ability to create positive experience with customers, clients and colleagues
- Support, listen to, encourage, and collaborate with colleagues



- Consistent drive to take ownership of the position, plan and organise to deliver on promises
- Champion innovation and embrace change for continuous improvement
- Be a respectful and reliable team member
- Align behaviour with the UQ Sport values and guiding principles

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## 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