



## Position Description

**Job title:** Customer Service Officer

**Reporting to:** Venue Supervisor

**Department:** Gatton

**Location:** Gatton

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### 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 Gatton Centre to increase participation and financial stability.

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### Key Responsibilities

- Delivering exceptional customer service to existing and potential UQ Sport customers through providing information about services and accepting customer enrolments
- Resolving customer complaints in a prompt, effective and courteous manner
- Collection of payment for all sales and service transactions and using the Point of Sale system to keep record of customer data and transactions
- Ensuring the safety of patrons at the Centre by supervising swimming activities, enforcing safety regulations, and immediately responding to emergencies and incidents, including completing incident reports
- Monitoring water quality and conducting pool and water quality tests to ensure full compliance with health and safety standards
- Assisting with the opening, closing and setup of the facilities including providing equipment
- Maintaining general presentation and cleanliness of the Centre, including cleaning of gym equipment
- Responding to customer complaints and escalating grievances to the Venue Supervisor

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### Essential Qualifications

- First Aid & CPR Certificates
- Pool Lifeguard
- Blue Card

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### Essential Experience and Skills

- A minimum of 12 months' experience in a customer service environment with cash handling experience
- Proven ability to react calmly and effectively in emergencies
- Demonstrated commitment to customer service excellence
- Well-developed inter-personal skills
- Demonstrated ability to work effectively within a team environment
- Demonstrated personal initiative and ability to work autonomously



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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