



Position Description

Job title:	Customer Service Officer – Retail/Cafe
Reporting to:	Duty Manager – Front of House
Department:	Aquatic Centre
Location:	Aquatic Centre, St Lucia

Purpose of the Position

The Customer Service Officer – Retail/Cafe is responsible for providing a consistent exceptional customer experience and ongoing promotion and sale of UQ Sport's products and services to increase participation and financial stability.

Key Responsibilities

- Coordinating the operation of the Aquatic Centre retail offerings with a focus on maximising return on investment
- Development and delivery of initiatives to drive sales
- Communication and consultation with customer facing staff to ensure high quality product knowledge and consistent customer service standards
- Development of retail stock lines in collaboration with the Retail Manager and retail suppliers
- Coordinating the presentation of the retail area ensuring it is maintained and merchandised to a consistently high standard and that all stock is readily accessible
- Providing exceptional customer service to current and potential UQ Sport customers

Essential Qualifications

- First Aid & CPR certificates
- Blue Card

Essential Experience and Skills

- A minimum of 12 months' experience in a customer service environment
- Demonstrated commitment to customer service excellence
- Proven sales skills and the ability to achieve targets
- Proven cash handling experience
- Demonstrated well-developed inter-personal skills
- Demonstrated ability to take initiative and work within a team environment

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



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- 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

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