

# Pymble Ladies' College

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## POSITION DESCRIPTION

<b>Title:</b>	<b>Customer Service Administrator – Pymble Swimming</b>
<b>Date updated:</b>	<b>August 2024</b>
<b>Reports to:</b>	<b>Customer Service Co-ordinator</b>

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## POSITION SUMMARY

The Customer Service Administrator will work within the Aquatic Centre and play a pivotal role in the day-to-day administration of the Pymble Swimming Programs, ensuring that all customers have a positive experience within the Centre. This role will support the Customer Service Co-ordinator and the focus will include general swimming and facility enquiries, using dedicated software to process bookings and payments for customers as well as phone and email communication. The Customer Service Administrator will be responsible for the smooth operation of allocated shifts and will work independently from the Customer Service Co-ordinator from time to time, and therefore be the shift leader on certain days and times as allocated.

## ROLE ACCOUNTABILITIES

### 1. Customer Service and Administration

- 1.1 Be the point of contact when on front reception desk, greeting parents, carers and swimmers and ensuring the customers' requirements are met in a positive and enthusiastic manner.
- 1.2 Develop and support casual Customer Service Assistants by demonstrating a professional and timely approach to front line customer service requests. This will be via face to face interactions, phone calls and email correspondence.
- 1.3 Manage and document customer complaints whilst on shift and where appropriate escalate to the Customer Service Co-ordinator or Operations Manager Pymble Swimming.
- 1.4 Ensure swimming merchandise is professionally displayed and stocked before each shift and the Customer Service Coordinator is advised in advance when stock levels run low.

- 1.5 Assist the Customer Service Co-ordinator with retail decision making ensuring the products that are provided for sale are meeting the customer needs and merchandise sales are maximised.
- 1.6 Support the Customer Service Co-ordinator with undertaking induction training for new casual Customer Service staff as requested and support the development of knowledge and customer service skills when leading your shift.
- 1.7 Manage and ensure all student bookings, assessment and promotions are accurately recorded.
- 1.8 Be responsible for managing outstanding accounts and ensuring Pymble Swimming customer accounts are updated with the correct debiting information, and any outstanding fees are collected and customers are followed up in a timely manner.
- 1.9 Manage the student absentee data and ensure appropriate follow up for customers who have been absent for multiple weeks without providing notice.
- 1.10 Process customer Health Fund Receipts, Cancellation and Suspension requests.
- 1.11 Assisting the Customer Service Co-ordinator with implementing Pymble Swimming policies, procedures and work instructions and providing suggestions for process improvement.
- 1.12 Work closely with the Learn to Swim Co-ordinators and Deck Supervisors when on shift.
- 1.13 Handle other College administrative tasks such as Critical Alerts and School Swimming Programs or others as directed by the Customer Service Co-ordinator.
- 1.14 Follow Pymble Swimming Policies and Procedures and Work Instructions where applicable.
- 1.15 Complete other administrative tasks as directed by the Customer Service Co-ordinator including Learn to Swim attendance, Squad attendance and Squad rolls.

## **2. Communication**

- 2.1 Ensure all written and verbal communication is courteous, professional, accurate and reflective of College values.

## **3. Risk and Compliance**

- 3.1 Report directly to the Principal on any matters relating to child protection.
- 3.2 Consistently adhere to College policies and procedures, importantly the Risk Management, WHS, Child Protection and our emergency response practices.

## **4. Professional Learning**

4.1 In partnership with your Manager, continuously align your skills and professional development requirements to ensure that you are meeting the obligations of your role.

**5. Other duties that may be required from time to time**

**PERSONAL CAPABILITIES**

- Willingness to support the ethos and values of the College.
- Exposure to Swim school bookings software an advantage.
- Excellent presentation and customer service skills.
- Excellent administration and organizational skills.
- Proficient in the use of Microsoft Office Suite (Word, Excel and Outlook).
- Excellent written and communication skills.
- Team player.
- Able to work unsupervised.
- Current CPR certificate or willingness to obtain.