



# Customer Service Officer Position Description

<b>Position Title:</b>	<b>Customer Service Officer</b>
<b>Location:</b>	Jubilee Park Stadium, 83r/85 Hillcrest Rd, Frankston VIC 3199
<b>Reports to:</b>	Operations Manager and Duty Manager
<b>Type of employment</b>	Casual / Permanent Part Time - Negotiable
<b>Hours:</b>	We are seeking to appoint Customer Service Officers to support user-groups in the successful and safe use of the Jubilee Park Stadium.  Days/Hours range include; Evenings (Mon-Fri 5:00pm - 11:00pm) Weekends (Sat 7:00am - 10:00pm, Sun 7:00am - 10:00pm)
<b>Pre-amble</b>	The new Jubilee Park Stadium (JPS) is a \$35M multi-sport facility. Encompassing 6x indoor netball/basketball courts, 4x indoor cricket nets, 13x outdoor netball courts, state of the art change rooms and function spaces, the JPS services multiple sports and community groups across the Frankston region.  The Frankston District Netball Association (FDNA) is the management body of the Jubilee Park Stadium.  FDNA currently provides netball competitions and programs for 2500+ participants. With an intent to grow our community, there is a vision to expand competitions and programs across netball and other sports.  Part of the FDNA Operations team, the Customer Service Officer(s) will support the safe management of the JPS for competition and event use.
<b>Roles and Responsibilities:</b>	As the first point of contact for user-groups of the JPS, participants and spectators, the Customer Service Officers will be responsible for;  <b>Customer Engagement</b> <ul style="list-style-type: none"> <li>• Foster a positive and inclusive community environment for all patrons including but not limited to; <ul style="list-style-type: none"> <li>○ Netball</li> <li>○ Other sporting user groups (Basketball, Volleyball, Cricket, etc)</li> <li>○ Function Space Users</li> <li>○ Corporate Function Attendees.</li> </ul> </li> <li>• Provide direction and guidance to venue users.</li> <li>• Ensure adherence to venue and FDNA Codes of Behavior/Conduct.</li> </ul> <b>Competition Support &amp; Venue Operations</b> <ul style="list-style-type: none"> <li>• Provide support and advice to teams relating to competition policies.</li> <li>• Manage collection of match/court fees &amp; competition administration.</li> <li>• Set up/pack down/change-over of venue for each use.</li> </ul>

	<p><b>Safety and Venue Operations</b></p> <ul style="list-style-type: none"> <li>• Implementation and application of Risk Mitigation Strategies.</li> <li>• Ensuring safe provision and use of Jubilee Park sport and meeting facilities.</li> <li>• Applying Emergency &amp; Evacuation procedures.</li> <li>• Provision of first aid to venue users.</li> <li>• Food/Beverage service</li> </ul> <p><b>Other / In Conjunction With FDNA</b></p> <ul style="list-style-type: none"> <li>• Shift reports, identifying positives, concerns, trends – contributing to future positive and safe running of the facility..</li> </ul>
<p>Knowledge &amp; Skills:</p>	<ul style="list-style-type: none"> <li>• Previous experience in customer service position, ideally within sporting or event venues</li> <li>• Strong communication skills</li> <li>• Sound understanding of health and safety practices</li> <li>• Ability to manage time effectively including setting priorities and meeting deadlines.</li> <li>• Experience in setting up and packing down various sporting events.</li> <li>• Knowledge and understanding (or willingness to develop) of FDNA competition policies.</li> <li>• Awareness of and willingness to adhere to Netball Victoria and Netball Australia’s Policies.</li> <li>• Ability to lift 15-20kg</li> </ul>
<p>Qualifications:</p>	<ul style="list-style-type: none"> <li>• Advanced First Aid (<b>HLT0011</b>)</li> <li>• Willingness to undergo National Police Check</li> <li>• Working with Children Check (18+ years)</li> <li>• Legal working rights in Australia</li> <li>• Covid19 vaccination, or approved medical exemption</li> <li>• RSA desirable</li> </ul>