



## **SCHEDULE 1**

**TITLE:** Customer Service Representative

### **POSITION DESCRIPTION**

Customer Service Representatives serve as conscientious hosts who guide our clients' experience during every phase of their interaction with the company, and closely follow operational policies that ensure clients always receive the best possible outcome. There is an expectation that you work in a time efficient manner to contribute to the smooth running of the operation.

From time to time a customer service representative may assume the role of 'shift coordinator' who directs the activities of their co-workers for the duration of a shift. While operating in this mode, staff are to follow the directions of the coordinating staff member.

**REPORTS TO:** Customer Service Manager. During the busy periods (eg. The Winter season) one Customer Service Representative may assume the role of 'shift coordinator' who directs the activities of their co-workers for the duration of a shift. While operating in this mode, staff are to follow the directions of the coordinating staff member.

### **DUTIES AND RESPONSIBILITIES**

#### Presentation of Facilities

- Constantly monitor and maintain high standards of cleanliness and presentation in all client accessible areas including: toilets, corridor, waiting area, sun deck, and reception.
- Restore pool rooms and changing areas to high standards of cleanliness and presentation after each use, including the pool water and pool interior using specialised tools provided.
- Remove laundry generated by clients in the course of their visit, and by staff in the course of cleaning, to the laundry processing area.

#### Client Liaison

- Liaise with clients (in person, by telephone, and by email) to answer queries, seek clarification, make or alter bookings, take payments, process membership applications, and manage unexpected or exceptional situations.
- Prepare retail items for clients, such as drinks, food, towels and/or packages.
- Accompany clients to their pool room while providing general information about the facility's operation, precise instructions about the nature of the clients' booking, and answering clients' questions.
- Inform clients that their allotted time is coming to an end and politely encourage clients to leave their pool room on-time. Politely engage with clients who wish to discuss their experience while avoiding excessive operational delays.
- Liaise with booking agents (usually by telephone or email) in order to answer queries, seek clarification, and make or alter bookings.

- Drive the courtesy shuttle-bus to and from Queenstown with up to 8 passengers aboard in all but extreme weather conditions, performing minimal maintenance duties (eg. refueling, carwashes) as necessary.
- Where clients behave unacceptably (eg. smoking in their pool, make too much noise, too many people in a pool) politely but firmly advise the clients of the relevant policy and the consequences if their behaviour continues. \*\*

\*\* GSR Staff Level 2 and above.

### Operational Duties

- Maintain a clean, orderly, attractive and functional reception area, waiting area, and point-of-sale display.
- Prepare, as far in advance as possible, the facility, the pools, the retail display and any packages requested by clients, to ensure that operations proceed as smoothly as possible.
- Constantly monitor and adjust critical equipment to ensure that clients receive the best quality experience, including performing pool water chemistry tests at the required interval, making adjustments as necessary.
- Apply established procedures that ensure clients' spend no more than their allotted time in their pool room.
- Use the laundry facilities to wash, dry and redistribute bathmats, hand towels, face cloths and cleaning towels. Constant monitoring of laundry status is required to prevent unwashed laundry from accumulating.
- Assist with the training, monitoring and evaluation of new and existing staff members.
- Closely monitor all bookings, especially those made online or by new staff members, for the day ahead and for the coming days, to identify any that are confused, incomplete, or erroneous, and correct problems in advance before our clients' experience is impacted.
- Develop an efficient team-based approach to performing the necessary functions by:
  - a) Following any directions provided by the Shift Coordinator
  - b) Independently coordinating your activities with those of other staff members where the Shift Coordinator is not immediately available
  - c) Assuming the Shift-Coordinator role and direct the activities of other staff members. \*\*
- Open the facility at the start of day, and close the facility at the end of the day; duties which include many sub-tasks such as securing the facility at night, counting the day's cash takings and preparing bank deposits, etc. \*\*
- Place orders with appropriate suppliers when restocking is required, noting the placement of orders and receipt of deliveries in the appropriate record book. \*\*
- Conduct simple plant-room procedures. (Eg. Raising the water level in a pool, starting-up and shutting-down the facility each day, etc.) \*\*
- Perform other work-related activities as requested.

**Required Skills and Experience**

- Previous experience in a front line, customer-focused role is advantageous.
- Must work well in a team environment, handle pressure well, demonstrate attention to detail, and work with urgency.
- Must possess excellent written and verbal communication skills in the English language.
- Must possess basic-to-intermediate numeracy and computer skills.
- Must be available to work to a mixed roster of days, evenings, and weekends.