

CUSTOMER EXPERIENCE ATTENDANT, ACMA

POSITION DESCRIPTION

Position Title:	Customer Experience Attendant
Responsible To:	Marketing & Communications Manager
Council Portfolio	Corporate Services
Council Program:	Adelaide Central Market Authority
Classification Level:	Salaried Level 1

Overview of Program

The Adelaide Central Market has been an icon in the city for over 150 years and it is a key component of the City of Adelaide's (CoA) strategic vision for a vibrant economically prosperous city. The Adelaide Central Market is a community of people: traders, artisans and shoppers who share a passion for food. The CoA recognises the important economic and cultural role of the Market and has established the Adelaide Central Market Authority (ACMA) to build a solid and sustainable foundation for the Adelaide Central Market's future. It is the Authority's vision to create enduring customer connection as the world's leading food and produce market.

Key Relationships / Interactions

Internal	Employees across the ACMA Program CoA employees across all Portfolios, Programs and Corporate Teams, particularly Customer & Marketing, AEDA Visitor Information Services and UPark
External	Members of the General Public Adelaide Central Market Traders Customers and community organisations, , Promoters, Producers and Event Organisers Contractors and Consultants

A unique team creating an extraordinary city



Primary Purpose

As part of the ACMA Program the Customer Experience Attendant will provide excellent customer service to all customers who contact ACMA, whether in person, over the phone or in writing. The position responds to a broad range of enquiries from internal and external customers.

Responsibilities

The Customer Experience Attendant is responsible for;

The Market Stall – front of house duties

- Providing professional, face-to-face customer service at the Market Stall , ensuring all customer enquiries and complaints are responded to at the required level and where possible, resolve queries at the first point of contact.
- Ensuring the provision of, courteous, timely and accurate first point of contact by telephone, writing or in person. This includes responding to queries regarding stall and product information, opening hours, events, online platform, amenities, lost & found, , UPark and the precinct including Market development.
- Enriching the customers experience by providing positive, meaningful, and relevant options, choices, suggestions and referrals by providing directions, assistance and information to customers.
- Sale of Adelaide Central Market merchandise and gift cards, including fulfilment and postage of website orders.
- Assisting with merchandise stock control.
- Ensuring presentation and visual display of The Market Stall is at a high standard.
- Assisting customers with lost and found items including maintain appropriate register and records.
- Hiring of mobility equipment and trolleys.
- Seeking innovative ways to achieve a good outcome for both the customer and ACMA.
- Ensuring accurate processing of payments via Point of Sale in accordance with the Corporation's policies, including accepting monies, issuing receipts, end of day settlements and reconciling transactions for all payments made to ACMA.
- Maintaining a visitor information service, including providing customers and the general public with transport/tourism information, maintaining stock of visitor guides and city information/maps
- Recording customer feedback and complaints for action by ACMA Management team as required.
- Providing administrative support to ACM Online including complaint resolution, website updates, preparation of packing lists and order fulfilment.
- Providing administrative and event support to ACMA management team as required.
- Effective use of the Public Address system to support Market operations and internal promotional requirements.

ACMA Online – back of house duties

- Collation and packing of ACM Online orders for delivery and Click and Collect including daily room preparation.
- Managing Click and Collect orders including street-side delivery.
- Tidying and cleaning of packing room as required.
- Liaising with traders when missing products need to be supplied.
- Liaising with and helping delivery partner to load up as required.

A unique team creating an extraordinary city



Workplace Health and Safety & Additional Responsibilities

All employees are also responsible for;

- Complying with the Employee Behavioural Standards.
- Supporting the application of and demonstrably engaging in the CoA's Equal Employment Opportunity, cultural diversity and ethical practice policies.
- Taking reasonable care to ensure their own safety and not placing others at risk by any act or omission.
- Attending WHS training and following instructions and advice provided.
- Complying with the requirements of the CoA WHS management system.
- Using and caring for equipment, including personal protective equipment, as instructed.
- Not intentionally or recklessly interfering with or misusing workplace equipment and supplies in a manner that could adversely affect health, safety or welfare in the workplace.

A unique team creating an extraordinary city



Position Criteria

Qualifications	Experience working in a customer service background.	Essential
Financial Skills & Acumen	Experience in handling cash and sound numeracy skills.	Essential
Technical Knowledge & Experience	Experience in delivering a high level of customer satisfaction in a customer service environment is essential. Experience using computers, email and the internet in a work or other relevant environment.	Essential
Innovation & Initiative	Ability to work independently when necessary. Ability to display flexibility and initiative. Proven ability to work collaboratively within a high functioning team which values innovation and creativity.	Essential
Resource Management & Decision Making	Ability to prioritise and be flexible when responding to changing priorities and demands.	Essential
Professional Development	A commitment to ongoing professional development and continuous learning. Ensure you identify development needs through annual performance and development process.	Desirable
Customer Commitment & Integrity	Demonstrated commitment to, and a thorough understanding of, the principles and practice of good customer service. Ability to work effectively in a team environment. Ability to accept accountability and responsibility to work towards agreed goals and KPI's.	Essential
Collaboration & Communication	Excellent verbal communication skills with the ability to manage challenging clients and situations tactfully and sensitively. Experience in collaboration and liaison within a team and across a program and organisation.	Essential
Administrative Skills	Excellent time management and prioritising skills. High attention to detail. An awareness of Workplace Health & Safety issues, standards and actions in the workplace.	Essential

A unique team creating an extraordinary city



Our Values

Our values will guide us towards becoming a stronger, more effective organisation with a positive and mutually beneficial work environment for everyone.

Our Values



-  **ACHIEVEMENT**
-  **COLLABORATION**
-  **CUSTOMER COMMITMENT**
-  **INTEGRITY**
-  **INNOVATION**

Achievement

- Deliver what matters
- Ensure clarity of direction and unity of purpose
- Inspire excellence and strive for outstanding results



Collaboration

- Work together to build successful teams and partnerships
- Be open, inclusive, and share knowledge
- Seek, provide and act on feedback



Customer Commitment

- Know your customers and put them first
- Listen to and understand customer needs
- Be responsive, close the loop and deliver on promises



Integrity

- Own your actions, successes and mistakes
- Act with transparency, honesty and respect
- Do what you say you will do



Innovation

- Look for ways to improve and create positive change
- Think broadly and take a wider viewpoint
- Be responsive to new ideas and opportunities



www.cityofadelaide.com.au

A unique team creating an extraordinary city



Special Conditions

- Performance will be based upon the delivery of the agreed goals recorded in your Performance Review documentation.
- Some out of hours work may be required in order to meet the requirement of the role.
- An unencumbered South Australian Drivers Licence may be required.
- A satisfactory Police Clearance may be required.
- A satisfactory Medical Clearance may be required.
- Where applicable, I have reviewed and understand the delegations associated with this position.

Physical Demands

Task	Customer Experience Attendant
Work Area	Various
Physical Demand Rating	Medium Work

The below table summarises the physical demands of this role.

Physical Demand	O	F	C	Description	FCA Notes
Sitting					Critical Range of Motion: Shoulder to 120° flexion. Lift Capacity: Occasional lift up to 10kg. Most lifting < 5kg Push / Pull Force: Moderate force. Environmental Factors: Indoor, open air space building with member of the public close by. Task Rotation: Able to vary posture and position. PPE: Office attire and appropriate footwear. Will require access into a cool room for produce stock
Standing				Customer service desk requires stand up position, can alternate with high stool	
Walking				Meeting with others, moving between ACMA office, customer service desk and click & collect location	
Climbing				Occasional stairs	
Bending				Restocking, handling cartons of stock, reaching down to low shelves, p/copier	
Squatting				Restocking, handling cartons of stock, reaching down to low shelves, p/copier	
Gripping				Mouse, stationery, phone, merchandise, customer produce	
Forward Reach				Restocking, serving customers, accessing equipment	
Lift				Office stationery and resources eg brochures. Customer produce for click and collect	
Carry				Short distances within the building, trolleys used for longer distances	

O = Occasional (1–33%), F = Frequent (34–66%), C = Constant (67–100%).

A unique team creating an extraordinary city



Agreement

This Position Description is only descriptive of the type of duties to be undertaken by you during your employment and you accept the Corporation may require you to carry out any duties which are within your skills and competence.

**** Electronic Offer**** By accepting your letter of offer electronically you are agreeing to the work profile / job description attached to your offer.