

CUSTOMER SERVICE REPRESENTATIVE, GOLF LINKS

POSITION DESCRIPTION

Position Title:	Customer Service Representative, Golf Links
Responsible To:	Team Leader Golf Business Operations
Council Portfolio:	City Infrastructure
Council Program:	Strategic Property & Commercial
Classification Level:	Leisure, Level 1

Overview of Portfolio

The City Infrastructure Portfolio is responsible Council's infrastructure assets, strives to make it easier to conduct business in our City and leads the Council's property portfolio and commercial businesses to generate income.

Overview of Program

The City Strategic Property & Commercial Program creates brilliant experiences for all who choose to live in and enjoy our City. By activating and curating places and spaces, and providing opportunities for creativity, recreation, and wellbeing, we connect, support, and inspire our diverse community, and draw more people to Adelaide to live, study, work, and play.

Key Relationships / Interactions

Internal	Employees across the Property & Commercial Program City of Adelaide (CoA) employees across all Portfolios, Programs & Corporate Teams
External	North Adelaide Golf Course members and casual patrons North Adelaide Golf Club members Community clubs/organisations Merchandise and Food & Beverage Reps Golf SA Staff

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Primary Purpose

As part of the Strategic Property & Commercial Program the Customer Service Representative, Golf Links will;

- At all times, provide a high level of customer service to the Golf Links customers.
- Provide courteous, timely and accurate information to all customers either in person or over the telephone with regards to membership sales, membership renewals, multi pass visit sales, and merchandise sales.
- Ensure the efficient and professional daily operation of the Golf Links Pro Shop & Par 3 whilst adhering to all Corporation Policies and Guidelines.
- As required, respond to a broad range of enquiries and at times deal with difficult customers

Responsibilities

The Customer Service Representative, Golf Links is responsible for;

- Ensuring customer service is delivered in a manner which upholds the Council's Customer Service Standards
- Providing friendly and articulate communication by telephone or through written email correspondence or face to face encounters.
- Ensuring the accurate input of data when processing memberships, multi visit passes or casual visits in accordance with operating procedures.
- Managing Direct Debit Processes for members according to operating procedures.
- Accurately processing course bookings through the MyClub system in accordance with operating procedures.
- Ensuring the presentation of Pro Shop / Par 3 area is at a high standard.
- Ensuring appropriate financial processes are adhered to, including but not limited to cash handling and receipting of all transactions.
- Working collaboratively to ensure a consistent, collaborative, achievement focuses approach to delivering and promoting high quality services, products, programs and activities.
- Maintaining product knowledge to ensure appropriate assistance is provided to customers.
- Undertaking additional duties and tasks, relevant to the role, as directed.

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.

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Position Criteria

Qualifications / Certifications / Licences	Responsible Service of Alcohol Certificate Hold or have the ability to obtain a Responsible Person Badge Class C drivers license	Essential
	Senior First Aid Accredited Customer Service related qualifications or commensurate experience in lieu of formal qualifications. Certified to the appropriate South Australian Government Standard in Food Handling and Preparation.	Desirable
Financial Skills & Acumen	Experience in cash handling and sound numeracy skills.	Essential
Technical Knowledge & Experience	Experience in providing excellent customer service in a service-oriented workplace.	Essential
Innovation & Initiative	Ability to work independently when necessary.	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.	Essential
Customer Commitment & Integrity	Demonstrated commitment to, and a thorough understanding of the principles and practice of good customer service.	Essential
Collaboration & Communication	Demonstrated verbal communication skills with the ability to manage challenging customers and situations tactfully and sensitively.	Essential
Administrative Skills	Demonstrated time management and prioritising skills. An awareness of Workplace Health & Safety issues, standards and actions in the workplace.	Desirable

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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



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Special Conditions

- Performance will be based upon the delivery of the agreed goals recorded in your Performance Review documentation.
- Availability for weekend work is essential.
- Some out of hours' work may be required in order to meet the requirement of the role.
- A satisfactory Police Clearance may be required.
- A satisfactory Medical Clearance may be required.
- Class C Drivers license
- Where applicable, I have reviewed and understand the delegations associated with this position.

Physical Demands

The below table summarises the physical demands of this role.

Role	Customer Service Representative
Work Area	Property & Commercial
Physical Demand Rating	Medium Work

The below table summarises the physical demands of this role.

Physical Demand	O	F	C	Description	FCA Notes
Sitting	✓			Driving a golf cart	Critical Range of Motion: Shoulder to 140° flexion. Lift Capacity: Up to 15kg. Push / Pull Force: Moderate force. Environmental Factors: Working at the golf course. Working in the pro-shop, café and outside setting up / packing away. Task Rotation: Able to vary posture and position. PPE: Uniform. PPE for some tasks.
Standing		✓		Various surfaces	
Walking		✓		Various distances	
Climbing	✓			Occasional stairs	
Push / Pull	✓			Moderate force at times setting up and packing away equipment / furniture	
Squatting	✓			Restocking, handling cartons of stock, setting up and packing away equipment	
Gripping		✓		Stock, food and beverages, steering wheel	
Forward Reach		✓		Restocking, serving customers, accessing equipment	
Lift	✓			Tables, umbrellas, furniture, drink cartons and other stock up to 15kg	
Carry	✓			Cartons, stock and equipment up to 15kg	

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

Summary: The work role involves various tasks in the pro-shop, par 3 shop and function area. The role can include setting up equipment, driving a golf cart (including the drinks cart), preparing the driving range and other tasks.

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The work involves at times:

Sustained postures, i.e. standing and walking
Occasional sitting
operating a golf cart

Manual Handling Functional Capacity:

- Lifting drink cartons, stock boxes, furniture up to 15kg
- Semi-squat to access low equipment, stock and cupboards

Physical Work Demands include:

- Customer service, serving meals / drinks and events (Light Work) Par 3 shop operation and set up (Medium Work)
- Outside furniture (Medium Work)
- Setting up for functions (Medium Work)
- Driving range set up and collecting golf balls (Very Light Work)

***This is a general statement regarding the physical requirements of the role. The inherent physical requirements are underpinned by Job Dictionaries, which can be accessed by contacting the MySafety Team (OSCAR).**

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.