

Customer Care Team Leader - Position Description

POSTION TITLE	Customer Care Team Leader
DEPARTMENT / INDUSTRY	Recreation
AWARD / AGREEMENT	Fitness Industry Award 2020
CLASSIFICATION / GRADE	Level 4

About YMCA South Australia

“We work together from a base of Christian values to provide opportunities for all people to grow in body mind and spirit” (our mission).

YMCA South Australia is a not-for-profit community organisation that has served the South Australian community for 175 years. With approximately 1,200 employees (and growing), we deliver programs and services across the state in settings including community recreation centres, swimming pools, health and fitness facilities, community centres, camps, early education and schools and youth services.

Our aim is to develop the whole person, helping all South Australians connect with a better life. Not only their physical fitness and capabilities, but also their sense of identity, purpose, hope and dignity; psychological health; resilience; social connectedness; lifelong learning; and their own contribution back into the community. All the elements that together constitute a full, healthy, productive, and satisfying life.

Our vision is to see **“lives enriched through wellbeing”** in this wider, and more integrated, sense across all of the South Australian communities in which we work.

The Y Factor

YMCA South Australia’s culture is characterised by what we call “the Y Factor” – **“genuine care for the whole person, for every person.”** This ethos runs deep at the Y, being evident in our rich history of positive change around the world. This kind of authentic concern for others opens the opportunity for deeper and more profound impact – both on the community’s wellbeing and our own as staff and volunteers. The YMCA is an environment in which everyone is to be recognised and appreciated as the unique and inherently valuable person they are. A place in which every person can “grow in body, mind and spirit”.

For further information regarding YMCA South Australia, please visit www.sa.ymca.org.au.

Position Summary and Requirements

“As a member of staff at YMCA South Australia, this position requires you to work as part of a team committed to goals and mission that actively fosters community participation and involvement.”

The Customer Care Team Leader is responsible to provide administration support to Customer Care services, including the café, merchandise and swimming lessons program.

The Customer Care Team Leader is required to work with a range of full time and casual staff to meet the overall goals and objectives of the centre. The Team Leader will ensure all members and guests receive the highest possible level of service. This position also includes direct Customer Service responsibilities.

Areas of accountability	Key duties
Operations	• Ensure sales and service given to our members and guests is always exceptional and “best practice”. • Coordinate customer feedback responses. • Knowledge of Links Point of Sale systems. • Immediately respond to customer needs or concerns to ensure the quality of service meets agreed standards. • Assistance with direct service provision on customer service desk as required including merchandise and café sales. • Management of membership and swimming lesson administration and direct debit areas. • Responsible for upskilling customer service officers through training and coaching. • End of month reports – assists Front line Director with membership administration. • Implement retention strategies in accordance with YMCA sales procedures. • Oversee administration of areas of responsibility including swimming lesson invoicing and refunds/credits. • Assist the Customer Care Director to ensure all banking is balanced to end of shift reports and deposited when necessary. • Liaise with cash collection agency and resolve any variances. • Undertake other duties commensurate with salary.
Professional Requirements	• Handle customer complaints and requests and respond as per the YMCA policy. • Implement procedures for area and staff communications. • Maintain a focus on ‘Big Picture’ issues across the centre. • Perform other duties in support of management staff. • Comply with the YMCA’s procedures for safety, training, document control, corrective and preventative action and customer complaints. • To undertake the security on-call role on a rotational basis.
Reporting	• Provide a monthly KPI reports to the Centre Manager.

	Provide a detailed end of month report to the Centre Manager including, but not limited to membership sales performance, staffing issues and non-conformance issues etc.
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Key Relationships

Reporting to:	Customer Care Director
Direct Reports:	Customer Care Officers
Key Internal Relationships:	Leadership Team YMCA South Australia staff and volunteers YMCA staff nationally
Key External Relationships:	Contract Partners Centre Members & Guests Patrons and key stakeholders of YMCA South Australia

Selection Criteria

Qualifications and Licences – Essential

- National Criminal History Records Check (NCHRC) (must be within 6 months of issue date).
- International police check (for applicants who have worked overseas in the last 5 years).
- DHS South Australian Employment Working with Children Check (WWCC).
- HLTAID009 Provide CPR.
- HLTAID011 Provide First Aid.

Knowledge and Experience – Essential

- Management Skills – self-motivated and ability to work independently and as a team member, demonstrate reporting mechanisms and ensure that staff are informed of project developments.
- Planning and Research – proven ability to identify local community needs and articulate and manage planning processes to ensure projects can be undertaken.
- Communication Skill – strong oral and written communication skills which will form the foundation for successful public relations campaigns, partnership building and marketing opportunities within the community.
- Personal Attributes – strong understanding of the dynamics of the local community and can demonstrate their ability to connect and network with key stakeholders.

Behaviours and Capabilities – Essential

- Previous experience in a sales / quality service role is desirable.
- Previous experience in managing staff.
- Multi-skilling and an ability to deal with a potentially busy and demanding environment.
- Customer service experience.
- Excellent interpersonal skills.
- Intermediate computer skill.
- Experience of working in swim schools.
- Experience in Microsoft office suite.
- Sales training or experience.

Personal Attributes

- Demonstrates a commitment to the YMCA's mission and can role-model the "Y Factor" to others.
- Creates a fun and exciting work atmosphere that is hardworking, and goal orientated.
- Demonstrated ability to work effectively both independently and as part of a team.
- Creates a welcoming atmosphere by engaging all people in a friendly and approachable manner.
- Works as part of a team and shows professionalism.
- Punctual in both attendance on shift and attendance at staff meetings.
- Promptly responds to customers' needs or concerns.
- Recognises and acts on the need for support and will accept and delegate responsibility when required.
- Models, demonstrates, and teaches positive values like caring, honesty, respect, and responsibility.
- Maintains high standards of presentation and personal grooming.

Safeguarding Children and Young People

For young people to be inspired, they must Feel Safe and Be Safe. As part of our Safeguarding Strategy at the Y, we have developed our Safeguarding Framework which aspires to ensure that all Children and Young People are safe and feel safe at the Y, in their families and in their communities.

Our Safeguarding Framework aims to develop:

- A safe culture nationally which empowers Children and Young People by promoting Children and Young Person focused leadership and governance.
- Safe operations to ensure Y People have the right policies, processes and practices to keep Children and Young People safe; and
- Safe environments at the Y and in communities which empower Children and Young People to thrive.

All Y People are integral to ensuring the implementation of our Safeguarding Framework across the Y. Y People in Direct Contact Roles will do this by:

- Upholding the rights of and always acting in the best interest of Children and Young People.
- Fulfilling your responsibilities under safeguarding legislation within your State, including declaring anything you become aware of through the course of your engagement with the Y which a reasonable person would consider could impede your suitability to have contact with Children and Young People.
- Supporting your colleagues, supervisors and/or direct reports to understand their responsibilities under safeguarding legislation.
- Participate in all required Safeguarding Children and Young People training for your role.
- Report any suspicions, concerns, allegations or disclosures of alleged child abuse or neglect in line with policies and procedures.
- Actively participate and contribute to continuous improvement of Safeguarding policies, procedures and practices.
- Maintaining appropriate vetting checks including, but not limited to, Working with Children Checks (or equivalent), National Police Check and International Police Check (as required).
- Support the facilitation of safe operations to ensure Y people have the right policies, processes, and practices to keep children and young people safe.
- Actively participate and contribute to continuous improvement of Safeguarding policies, procedures, and practices.
- Speaking up about any safeguarding risks and/or concerns to ensure that you are supporting the continuous improvement of our spaces and safeguarding practice.
- Complete appropriately detailed risk assessments to address any vulnerabilities to children and young people as required.
- Empower all children and Young People to have a voice particularly in matters that affect them.
- Actively educate, promote and advocate the protection and safety to all children and young people, families and their communities.

Work Health and Safety

You will be required to:

- Familiarise yourself with all policies, procedures, and work practices of YMCA South Australia.
- Maintain currency of knowledge in relation to work health and safety.
- Maintain a working knowledge and understanding of your centre's Emergency Action Plan.
- Take responsibility for your own health and safety and the safety of the work environment.
- Ensure that your actions and omissions do not adversely affect the health and safety of other persons.
- Comply with all reasonable instructions in relation to work health and safety, including YMCA South Australia's policies and procedures as amended from time to time.
- Assist YMCA South Australia to provide an inclusive workplace by adhering to YMCA South Australia's Access and Inclusion Policy and applicable equal opportunity laws as amended from time to time.
- Inform your manager of any issues or concerns that may affect your ability to perform your role safely.

- Promote a positive safety culture by contributing to the health and safety consultation, communication, and action.
- Respond to plant and building emergencies and act as chief warden in an emergency evacuating the Centre if required.

Approval of Position Description

Date created or revised:	28 November 2023
Approved by:	Bijanka Rajic- Head of People and Safety

Acknowledgement of Incumbent

I acknowledge that I have read and understood the requirements of this position.

Name:	
Signature:	
Date:	