

*Customer Service – La Trobe Sport Bendigo*

*Work type: Casual*

- Casual
- Position based at the Bendigo campus

*About the role*

La Trobe Sport is a University initiative with the strategic goal of developing La Trobe University into the University of choice for Sport in Australia.

La Trobe Sport facilitates programs, partnerships, research and course developments to enable La Trobe to be the leading university in Australia for sport-related teaching and research, to support student participation in sport and sport related clubs and to actively engage the local community and schools through the use of its sporting facilities and sport services.

The primary purpose of this position is to work with and support the Management team, Sales & Customer Experience – La Trobe Sport Bendigo, in driving sales of a range of facilities and experiences delivered by La Trobe Sport and supporting outstanding customer experience in order to achieve strategic goals. Successful candidates will act as the first point of contact for the facility, ensuring that the facility and programming are run smoothly and that all patron enquiries are dealt with knowledgeably and in a timely manner.

*Duties of this role include, but are not limited to:*

- Providing excellent Customer Services to all stakeholders of La Trobe Sport as per our customer service charter
- Performing other duties, including of administration tasks, as specified by Management
- Providing initial first aid treatment within the competencies of acquired training
- Attending to relevant tasks, checklists and duties associated with the activity being undertaken
- Ensuring sporting facilities are set up in a safe manner according to the requirements of La Trobe bookings
- Attending relevant meetings and training sessions
- Keeping up to date with La Trobe Sport policies and procedures
- Ensuring that all required qualifications are kept up to date/renewed within the necessary timeframes
- Attending the two compulsory 'Emergency Training Procedures' training sessions each year
- Complying with child safety measures as directed by La Trobe Sport
- Ensuring you are aware of the activities of all patrons within the La Trobe Sport facilities and ensure their safety
- Upholding an appropriate understanding of the wide range of programs delivered to La Trobe stakeholders
- Ability to operate the Reception and Sales space without the presence of Management

*Skills & Experience*

- In order to be successful in this position, the successful candidate will possess:
- A demonstrated knowledge and understanding of the work practices, processes and procedures relevant to the role, particularly front of house and relevant POS knowledge.
- Excellent interpersonal and communication skills.
- Excellent problem-solving and conflict resolution skills.
- Well-developed organizational and time management skills, including managing multiple demands, and the ability to work independently with minimal supervision.
- Proficiency in computer software packages including word processing, spreadsheets, databases, and electronic mail.

*Required Qualifications*

- HLTAID003 First Aid Level 2

- HLTAid001 CPR

*Essential Compliance Requirements*

To hold this La Trobe University position the candidate must:

- Hold, or be willing to undertake and pass, a Victorian Working with Children Check (employee); AND
- Take personal accountability to comply with all University policies, procedures and legislative or regulatory obligations; including but not limited to TEQSA and the Higher Education Threshold Standards.
- All staff must be fully vaccinated

*How to Apply*

Closing date: COB Tuesday 16<sup>th</sup> Nov 2021 (applications will be reviewed upon submitted)

Position Enquiries/Applications: Lara Daly; Regional Sport Coordinator – La Trobe Sport, T: +61 3 9479 7293  
Email: lara.daly@latrobe.edu.au

Only candidates with full working rights in Australia may apply for this position.

Please submit a digital application ONLY and include the following documents to the above email address:

- Cover letter; and
- An up to date resume

Applications without a cover letter will not be considered.

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La Trobe University is an Equal Opportunity Employer.

*All La Trobe University employees are bound by the Working with Children Act 2005. If you are successful, you will be required to hold a valid Victorian Employee Working with Children Check prior to commencement.*

About La Trobe

La Trobe University's success is driven by people who are committed to making a difference. They are creative and highly motivated, pursue new ideas and create knowledge. La Trobe is one of Australia's research leaders, and the largest provider of higher education to regional Victoria. La Trobe University turned 50 in 2017, and over the half century of its existence it has established a reputation as an innovative and accessible university, willing to take risks and take on challenges. Our teaching and research address some of the most significant issues of our time and we're passionate about driving change through operational excellence to benefit the communities we serve.