

Position Description

Customer Experience (La Trobe Sport)

Department:	La Trobe Sport
School:	Central Administration
Campus/Location:	Melbourne
Employment Type:	Casual
Position Supervisor:	Customer Experience

Further information about:

La Trobe University - <http://www.latrobe.edu.au/about>

How to Apply

Closing Date: COB September 11th, 2022

Position Enquiries/Applications: Tayla White – t.white@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

Position Description

Customer Experience

Position Context

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.

La Trobe Sport was established to drive the implementation of the Plan for Sport at La Trobe that involves a range of activities:

- Develop teaching and learning opportunities related to sport
- Build the university research capacity related to sport
- Develop sporting partnerships that enhance teaching, learning and research
- Facilitate new and existing academic programs related to sport
- Facilitate coordination across student services and facilities management to maximise opportunities for club sport and sport partnerships with community and school sport groups
- Support the development of new infrastructure to enhance the sport and sport related programs at La Trobe
- Manage the La Trobe University sport-related partnerships and sponsorships

The primary purpose of this position is to work with and support the Management team, Sales & Customer Experience – La Trobe, 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 Sports Centre, ensuring that the reception area is run smoothly and that all patron enquiries are answered knowledgeably and in a timely manner.

Duties at this level include, but are not limited to:

- Providing excellent Customer Service 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

Requirements:

- The Customer Experience staff member will be required to work outside regular operating hours dependent on sport facility bookings.

Required Qualifications

- HLTAID011 First Aid Level 2
- SISSS00111 Pool Lifeguard

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.

Key Selection Criteria

ESSENTIAL

1. Demonstrated knowledge and understanding of the work practices, processes, and procedures relevant to the role, particularly front of house and relevant POS knowledge.
2. Excellent interpersonal and communication skills.
3. Well-developed organizational and time management skills, including managing multiple demands, and the ability to work independently with minimal supervision.
4. Proficiency in computer software packages including word processing, spreadsheets, databases, and electronic mail.

La Trobe Cultural Qualities

Our cultural qualities underpin everything we do. As we work towards realising the strategic goals of the University we strive to work in a way which is aligned to our four cultural qualities:

- We are **Connected**: We connect to the world outside — the students and communities we serve, both locally and globally.
- We are **Innovative**: We tackle the big issues of our time to transform the lives of our students and society.
- We are **Accountable**: We strive for excellence in everything we do. We hold each other and ourselves to account, and work to the highest standard.
- We **Care**: We care about what we do and why we do it. We believe in the power of education and research to transform lives and global society. We care about being the difference in the lives of our students and communities.