



KNOX GRAMMAR SCHOOL

POSITION DESCRIPTION

KNOX GRAMMAR SCHOOL

CUSTOMER SERVICE COORDINATOR – KNOX SWIM SCHOOL

1. ROLE PURPOSE

Inspired by the highest ideals of collaboration, co-operation, integrity and teamwork, the Customer Service Coordinator is an integral member of the Knox Swim School. The jobholder will be required to coordinate and oversee the daily activities and operations relating to the reception, retail and front line customer service activities of the Knox Swim School.

The aquatic facilities comprise a significant asset of the school and the aquatic programs form an integral part of the school sports curriculum. The quality and variety of aquatic programs available to students set Knox Grammar School apart from many other schools.

In addition to the school based activities, the aquatic facilities; specifically the swim school, are structured to operate as a stand alone business, open to Knox families and the general public. The quality of the facilities enables Knox Swim School to provide a high quality swim school service to a large customer base and therefore is a key business contributor for the school.

The Knox Swim School competes with other school based and commercial swim schools in the area and is expected to meet high levels of customer service, quality and efficiency.

The Customer Service Coordinator will have overall responsibility for the management and operation of the front office and reception functions of the swim school.

The Customer Service staff are the primary contact point for new customers, existing customers checking in for lessons and for all other customer service related questions and issues. Furthermore the customer service function is responsible for managing student placements within the program – assisting the Program Coordinators with student and lesson scheduling to meet customer needs and to maintain efficiency.

Importantly the Customer Service Coordinator has overall responsibility for ensuring high levels of customer satisfaction are achieved through excellent day to day service standards and by managing customer contact programs, waiting lists and general follow up to maximise customer retention and participation in the swim school program.

As part of the Knox Swim School management team, the Customer Service Coordinator will work with the Head of Knox Swim School & Aquatics Centre regarding the ongoing development of training materials. This will include delivery of training, coaching and mentoring of customer service staff to ensure high quality and consistent customer service is delivered.

The Customer Service Coordinator will ensure that effective and safe services are delivered to Knox Grammar School and external groups.

2. ROLE RESPONSIBILITY

The Customer Service Coordinator reports directly to the Head of Knox Swim School & Aquatic Centre [HKSSAC].

3. ROLE ACCOUNTABILITY

The role has 3 primary areas of accountability and it is expected that the focus of the role and workload will be divided as follows:

- (a) Customer service delivery – reception, retail – 60%
- (b) Recruitment, training and coaching of Customer Service staff – 15%
- (c) Administration & Program Development & Efficiency – LINKS customer program, financial administration and rostering - 25%

Key operational responsibilities relating to each area include:

(a) Customer service delivery – reception, retail

- Demonstrate a hands on leadership approach to front line customer service standards ensuring a high proportion of time is spent in direct engagement with customers,
- Ensure retail sales opportunities are maximised and products are provided to meet customer needs,
- Provide a direct interface with customers (parents & caregivers) on questions and problems related to the program and swimmers with referral to Program Coordinators or Supervisors as appropriate.
- Undertake customer marketing initiatives to support swim school growth plans – existing customer and new customer initiatives, call backs, mail outs and follow up programs to drive acquisition and retention
- Maintain and assist in development of point of sale materials and marketing collateral

(b) Recruitment, training and coaching of Customer Service staff

- Ensure the swim school has a well trained and flexible customer service team by implementing rigorous selection and training processes,
 - Balancing casual and part time staff to meet scheduling and efficiency requirements within the constraints of wages budgets and efficiency targets.
 - Develop and undertake regular recruitment activities to ensure the Customer Service team has sufficient weekly coverage, depth and experience for peak periods and throughout the year,
 - Undertake induction and accreditation training for new staff to ensure they meet all internal standards before probation periods expire,
 - Develop and implement a regular training schedule for Customer Service staff to continually improve program knowledge, customer service skills, safety and compliance knowledge.
-
-

c) Administration & Program Development & Efficiency – LINKS customer program, financial administration and rostering

- Set up and scheduling within LINKS of all swim programs & holiday program (in conjunction with Program Coordinators)
- Reconciliation and follow up of banking, customer payment and billing information to ensure all customers are paid up and using the payment systems as outlined in swim school policies,
- Rostering of Customer Service staff to ensure minimum coverage and contingency for leave and unscheduled absences,
- Maintenance of customer records [LINKS] and customer relationship (call back, proactive calling) programs to support customer growth and retention targets
- Ensure execution of all customer service program elements is consistent and in accordance with defined manuals,
- Ongoing development and enhancement of swim school processes – including training and instructional manuals, advertising and promotional materials, job descriptions and documented operating procedures for all roles and processes.
- Drive quality and teamwork through ensuring all team members have clear job responsibilities and agreed performance measures that are monitored regularly with feedback provided to staff on a monthly basis.
- Maintain the highest standards of operational risk management ensuring all processes are documented and adhered to.
- Maintain the highest levels of facility quality
- Provide regular information reports to HKSSAC as required on a monthly or quarterly basis reflecting performance against KPIs for period and YTD,

Team Leadership:

- Provide leadership and guidance to all direct reports
- Have an ongoing commitment to team building and staff development
Develop and implement appropriate staff training programs
- Develop and implement cost/time effective rosters and procedures for staffing necessary to achieve organizational and facility needs
- Possess outstanding communication skills which support and foster positive working relationships
- Induct part time and casual staff in the procedures and expectations required for their specific roles and duties.

Team Participation:

- Work collaboratively with all Knox staff to provide a professional and service orientated environment.
 - Lead and work with the Aquatic Centre staff to achieve the Knox Sports Academy and School's common goals and not be driven toward achievement solely within specific areas of expertise.
 - Establish and promote effective communication with the broader School community and external hirers.
-
-

- Be proactive in sharing knowledge and expertise across all areas of endeavour and by all members of the school community.

4. QUALIFICATIONS AND SKILLS

(a) The following qualifications and experience are mandatory for the role:

- Excellent presentation and customer service skills
- High level communication skills
- Experience managing customer service teams

(b) The following qualifications and experience are desirable but not mandatory for the role:

- Working knowledge of LINKS Customer Management Systems
- Experience in customer service roles – within retail environment
- High level computer skills
- Experience an understanding of financial reports and reporting methods

5. OCCUPATIONAL HEALTH & SAFETY

- Actively support and contribute to the maintenance and development of a safe working environment:
- To report incidents or accidents to the appropriate staff as soon as possible.
- To be proactive in reporting OH & S issues.

6. APPRAISAL AND REVIEW CONDITIONS

The appointee to the position of Customer Service Coordinator will be required to undergo an annual performance review.

7. SALARY

The remuneration for the Customer Service Coordinator

A salary package commensurate with experience and qualifications and in accordance with Knox Staff Guidelines.
