

Position Description



Position Title: Branch Support Officer

Branch: PCYC Redlands

Primary purpose of role: The Branch Support Officer will support and improve Branch operations by ensuring all patrons receive the highest possible level of service. The role operates primarily from the reception/front desk and requires a complete knowledge of Branch services and activities.

Reporting Structure

Reports to:
Branch Operations Manager

Roles reporting to this position:
Nil

Working Relationships

| <u>Internal</u> | <u>External</u> |
|--|--|
| <ul style="list-style-type: none">• PCYC Branch Management and Staff• PCYC State Team as required | <ul style="list-style-type: none">• PCYC Members• Businesses and Community Organisations• General public |

Key Performance Indicators

| KPI | Description | Measures |
|----------------|---|--|
| General Duties | <ul style="list-style-type: none">• Respond to enquiries and provide advice and information on Branch products and services to customers• Respond to and guide enquiries regarding individuals/teams for Branch activities/competitions• Sale of products and services• Preparation of cash registers and use of electronic swipe devices• Reconciliation of cash and canteen stock• Assist in the set-up/ pull-down of sport and recreation activities as needed• Provision of administration support to senior staff members of the Club as needed• Incidental general tidying/ cleaning duties in immediate work area• Transport of members and customers to Branch programmed activities and events, and• Service of alcohol at functions and events conducted at or by Branches | <ul style="list-style-type: none">• Positive feedback received from patrons/customer/colleagues• Enquiries responded to in a timely manner• Knowledge of all products and services offered• Cash registers accurate• Accurate database management and cash reconciliations• Equipment is set up/pulled down when required• Administrative support is timely and accurate as per requests from senior staff members of the Club• Identify areas requiring cleaning and/or tidying and respond promptly• Members and customers attending activities and events are transported safely and as needed• Service of alcohol at functions and events conducted at or by Branches as needed |

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| Customer Service | <ul style="list-style-type: none">• Maintain good working relationships and respond to enquiries from internal and external stakeholders in a timely manner• Provision of competent and confidential administrative support to the Branch Manager and other Branch staff as required | <ul style="list-style-type: none">• Customer satisfaction with services provided• Responses to client enquiries within agreed timeframes• Maintenance of privacy and confidentiality of commercial, personal and operational information |
| Teamwork | <ul style="list-style-type: none">• Participate as an active member of the team and work collaboratively with others to achieve outcomes• Contribute to continuous improvement in Branch operations and customer services | <ul style="list-style-type: none">• Behaviours in line with and reflective of Code of Conduct• Feedback demonstrates an ability to engage and work within a team environment and contribute as required• Evidence of improvement from lessons learnt |
| PCYC Policy and Procedures | <ul style="list-style-type: none">• Gain an understanding of and comply with PCYC policies and procedures• Understand and ensure compliance with PCYC work health and safety policies and procedures in all Association workplaces• Accepts personal responsibility for maintaining a safe workplace and work practices | <ul style="list-style-type: none">• Demonstrated knowledge of and compliance with all PCYC policies and procedures• Comply with work health and safety practices including identification and reporting of hazards/workplace incidents as they occur |

While representative of the duties and responsibilities of the role, this Position Description does not imply that these are the only duties to be performed. The employee may be required to follow any other lawful instructions and to perform any other duties reasonably requested and within the assessed skills of the employee.

Selection Criteria

To qualify for this position the following essential criteria must be met:

1. Experience working in a customer service role
2. Good communication and interpersonal skills with demonstrated ability to build relationships with stakeholders
3. Effective time management skills with a demonstrated ability to meet multiple deadlines and commitments
4. Demonstrated ability to work autonomously and as part of a team
5. Intermediate skills in the Microsoft Office suite of products (Word, Excel, Outlook)
6. Eligibility for a Children's Commission Suitability Notice/Blue Card
7. Holds a current First Aid and CPR certificate
8. Hold, or eligible to hold, a light rigid driver's licence

Standards to which performance will be assessed

- Key Performance Indicators
 - Compliance with PCYC policies, procedures and practices
 - Compliance with the position description
 - Management and peer feedback
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Sign Off

I understand that my performance will be managed as per the requirements outlined above in the position description. I confirm that I have read, understood and commit to the above.

Employee Name: _____

Signature: _____

Date: _____

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|------------------|-------------------|
| CREATED BY: | Senior HR Advisor |
| APPROVED BY: | GM People |
| DATE CREATED: | October 2013 |
| VERSION CONTROL: | V2 |