



Customer Service Officer Position Description

JOB TITLE Customer Service Officer

DATE 27th July 2021

TYPE Employee

REPORTS TO Competitions Manager

Organisational Context

Southern Peninsula Basketball Association

The Southern Peninsula Basketball Association (SPBA) is the largest not-for-profit sporting organisation on the Mornington Peninsula. Our objective is to administer the sport of basketball from Mornington to Sorrento. Providing an avenue for its players, coaches, officials and administrators to participate and develop through organised competitions and development programs.

Southern Peninsula Basketball Association represents our members of all skill levels, abilities and ages. We provide a range of services, including competitions, development programs, high performance programs and further development opportunities for our players, coaches, referees, administrators and volunteers. We pride ourselves on our community involvement in the wider Mornington Peninsula region. These services/programs focus on providing development opportunities in a fun, safe and engaging environment. SPBA operates across multiple venues, including Dromana, Rosebud & Sorrento.

Southern Peninsula Basketball Association is governed by a Board of Management primarily elected by the members and it holds affiliation and accreditation with Basketball Victoria.

Further information about Southern Peninsula Basketball Association, its programs and services are available on the Southern Peninsula Basketball Association website at www.sthpen.com.au.



03 5981 0347



Dromana Basketball Stadium
Old White Hill Road, Dromana
Hillview Stadium
Boneo Road, Rosebud



www.sthpen.com.au
PO Box 122 Dromana, 3936



Our Values

We are RESPECTFUL

We show respect to every person and organisation (both internally and externally) that we interact with. Our respectful behaviour earns the respect of others for all that we do as individuals and as an Association.

We are INCLUSIVE

We are welcoming to all supporters, players, coaches and other stakeholders from any background and have a commitment to positively contributing to the Community.

We act with INTEGRITY

We are honest and genuine in all dealings, champion good sportsmanship, and foster a safe, fair and inclusive environment for all involved.

We are PROFESSIONAL

We undertake every task professionally, innovatively and in line with industry best practice.

We are ACCOUNTABLE

We continually pursue higher standards of governance and work with stakeholders to adopt best practice across the sport of basketball and the Mornington Peninsula region.

We are PROGRESSIVE

We always have an eye to the future and seek ways that we can be better, both on and off the court. The SPBA must have a progressive and innovative mindset to rise with the times.



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Purpose

Our Customer Service Officers are the face of the Association on game days and are responsible for the successful delivery of our ongoing programs and competitions. This role plays a critical role in being the first point of contact for many member queries during competitions hours.

Key Responsibilities

- Be the first point of contact for member queries during competition times
- Set up and pack up venue for competitions and programs
- Check venue for Occupational Health and Safety issues
- Take money for game fees, pro shop and canteen
- Reconcile money
- Work in canteen as required
- Any other tasks as reasonably set by the Competitions Manager or General Manager

Inclusion

SPBA has a commitment towards the inclusion of all members of the community across all facets of our sport. SPBA recognises the influence and impact sport has on the wider community and encourages participation from the wider community regardless of age, race, religion, or disability.

Selection Criteria

All offers of employment are subject to satisfactory proof of eligibility to work in Australia, reference checks, a Working with Children Check and aged 18 years of age or older.

This position for the most part will be unsupervised, therefore the ideal applicant should demonstrate:

Essential



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- Ability to multi-task
- Ability to work in a team or on your own
- Excellent organizational, communication and customer service skills
- Strong initiative including to make decisions relative to the position
- Professionalism and attention to detail
- Customer service focused – committed to providing customer service across all channels – written, phone and face to face.
- The willingness to commit to the inclusion of all members of our culturally diverse community in the sport of Basketball
- Positive approach to change and growth.

Desirable

- Experience handling money

Key Performance Indicators

- Operation of successful game day/night activities
- Accuracy of records and paperwork
- Customer satisfaction



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ACKNOWLEDGEMENT

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

SIGNED BY YOU

Name

Signature

Date

SIGNED BY MANAGEMENT

Name

Signature

Date



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