

CUSTOMER SERVICE COORDINATOR

(POSITION #07601)

VENUES WEST

AWARD CLASSIFICATION	GOSAC, Level 3	ANZSCO	149212
DIRECTORATE	Venue Management	BRANCH	Venue Operations
LINE MANAGER	Manager Aquatics	DIRECT REPORTS	Customer Service Officer Mt Claremont Customer Service Officer Joondalup Aquatic Cashier Aquatic Cashier Supervisor
SPECIAL CONDITIONS	Position is rostered as required for front of line shifts per week between both Perth High Performance Centre and Arena Joondalup		

ABOUT THE DIRECTORATE

The Venue Management Directorate is responsible for the activation of VenuesWest's self-managed facilities through the provision of support for high performance sport and delivery of community and commercial opportunities for sport, recreation and entertainment.

ABOUT THE ROLE

The Customer Service Coordinator leads the customer service team in providing high quality customer experiences to VenuesWest patrons and promotes excellence in customer service across the venues.

ROLE RESPONSIBILITIES

VenuesWest is committed to Equal Employment Opportunity (EEO) and diversity in the workplace and providing a safe and inclusive environment for workers and patrons. We will perform all duties and responsibilities in a manner and behaviour consistent with EEO and Work Health & Safety legislation, VenuesWest's Code of Conduct, the VenuesWest Way and other relevant Policies/Procedures and legislation.

CUSTOMER SERVICE COORDINATION

- Responsible for efficient and effective customer service at all venues including the provision of reception services, venue information and communication systems.
- Supports the cross selling and retention of VenuesWest programs and services memberships and provides prospective members with comprehensive knowledge and understanding of programs and facilities.
- Proactively promotes VenuesWest's programs and services.
- Leads and mentors the team of Customer Service Officers ensuring prompt, reliable and friendly service at all times.
- Addresses customer queries and enquiries and facilitates the recording and resolution of customer feedback in accordance with designated KPIs.
- Organises staff rosters for daily operations and event requirements for customer service and approves fortnightly timesheets through MSS.
- Coordinates the provision of up-to-date event and venue information to external and internal customers.
- Liaises with management of all business units to ensure the customer service team is trained in all products and promotions.
- Provides information and regular briefings for Customer Service Officers on forthcoming promotions, events and functions.

- Controls all communication systems in the customer service area.
- Coordinates the distribution and drop off of external and internal mail.
- Provides support and resilience during busy periods and staff absence.
- Ensures consistency of customer service levels at all venues.
- Provides opportunities for staff to work at all venues and facilitates development of skills and knowledge in each.

ADMINISTRATION

- Provides direction, information, resources and training to enable the customer service team to carry out their duties.
- Conducts on the job induction and training for new customer service staff and ensures ongoing training and development in customer service techniques.
- Undertakes ongoing development and maintenance of policy and procedures manual and service standards for customer service.
- Works with the Manager Aquatics & Customer Service and the Customer Service Framework Working Group to develop, review and drive the Customer Service Framework principles across the business.
- Works with all departments to deliver the Customer Service Framework Calendar of Initiatives.
- Delivers Customer Service Training as part of the new employee on-boarding and induction process.
- Implements and maintains a Customer Service Training Manual and plan at all venues.
- Identifies, recommends and implements improved processes and procedures.
- Monitors and assesses performance of staff against key performance indicators and provides feedback.
- Conducts employee performance planning and review sessions in accordance with stated policy.
- Ensures employee compliance with Human Resource standards, policies and relevant legislation.
- Assists in the preparation of budgets and participates in and contributes to business planning processes.
- Assists in the development, implementation and maintenance of organisation wide customer service policies and standards.
- Proactively seeks opportunities to continually improve customer service standards throughout the venues.
- Provides monthly reports on team performance against the Business Plan, budget and customer feedback.
- Liaises with other business units to provide support and assistance at all times.
- Assists in the development, implementation and maintenance of Perfect Gym software systems, being a key user, part of the Perfect Gym Working Group.
- Monitors Perfect Gym inputs and records to ensure accuracy of information on client database.
- Continually seeks to improve efficiencies in customer service operation.
- Provides quarterly reports to the Manager Aquatics and Customer Service regarding patron feedback.

WORKPLACE SAFETY AND HEALTH

- I take care to protect my own safety and health at work, and that of others by co-operating with all VenuesWest policies and procedures and complying with all applicable work health and safety laws.

OTHER

- Other related duties, as directed.

ROLE REQUIREMENTS

The following capabilities are to be addressed in context of the responsibilities of the role.

ESSENTIAL

1. Experience in a senior customer service role leading a customer service team.

2. Supports shared purpose by understanding reasons for decisions and how they link to work; Identifies potential issues; Researches, analyses and makes evidence-based recommendations for improvements.
3. Organises and reschedules work to reflect changes in priority; Maintains accurate records and files; Sees tasks through to successful completion.
4. Builds and maintains relationships by keeping clients informed, responding to changes in client's needs, acting on constructive feedback; Responds to diverse experiences seeking input from others and supports a culture of quality customer service.
5. Exemplifies personal integrity and self-awareness by adhering to the VenuesWest Way and Code of Conduct; Provides accurate information; Stays calm under pressure and ensures work is finalised.
6. Communicates clearly both orally and in writing; Listens to, understands and adapts communication styles to the audience.
7. Clearly communicates roles and responsibilities to establish clear performance standards and deadlines; Recognises and develops potential in team members and provides constructive feedback; Promotes and communicates change to employees.

DESIRABLE

1. Experience in a customer service role with a sports, recreation and entertainment facility.
2. Experience in operating a ticketing outlet and leisure management system.

ABOUT THE VENUESWEST WAY

It is our system of defining and measuring our culture and sets the expectation on how we engage, improve, support and challenge one another to be the safest and best we can be – as individuals and a collective. Our signature behaviours are:



We champion dreams



We deliver safely



Together we win



We act like owners



We celebrate success

POSITION CONDITIONS AND ELIGIBILITY

Appointment to this position is conditional upon:

- Providing evidence of 'Right to Work' in Australia
- Providing evidence of a National Police Clearance (dated within 12 months)

CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

Graham Hush
A/General Manager
Venue Operations

Date JDF Approved

18 November 2025