



Position Description

Customer Experience Officer

South Melbourne Market

The City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.

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| POSITION TITLE: | Customer Experience Officer– South Melbourne Market |
| AWARD CLASSIFICATION: | Band 4 |
| DEPARTMENT: | South Melbourne Market |
| DIVISION: | City Growth and Organisation Capability |
| DATE APPROVED: | October 2021 |
| APPROVED BY | Executive Director South Melbourne Market |

ORGANISATIONAL RELATIONSHIPS:

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|---------------------------|---|
| REPORTS TO: | Team Leader & Coordinator, Business & Events |
| SUPERVISES: | N/A |
| INTERNAL LIAISONS: | Executive Market Manager, Market staff, staff across the organisation |
| EXTERNAL LIAISONS: | Market visitors, stall holders security staff, cleaning staff, other contractors, community members, suppliers, consultants |

POSITION OBJECTIVES

- Be the face of the Market by welcoming visitors at the Market Information Desk, answer customer and stall holder enquiries, answer the main Market Enquiries phone and respond to general emails in the Market Inbox.
- Process sales and manage inventory of Market merchandise.
- Provide administrative support to the Market team including payroll, petty cash, invoicing, mail and other general administrative duties.
- Actively contribute to and support the delivery of core Market functions including general support to the business & events, marketing, licencing and operations team



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KEY RESPONSIBILITY AND DUTIES

- Deliver high level customer service to market visitors, stallholders, contractors, COPP staff and the general public, via front desk enquiries, telephone and online.
- Ensure enquiries and complaints that cannot be resolved at the customer service desk are directed to the appropriate staff member and recorded in the correct format (CRM, Donesafe etc).
- Ensure that incidents and hazards are accurately recorded, and the relevant responsible staff members notified.
- Ensure a positive and professional image of the Market is maintained through the presentation of the information desk area.
- Ensure merchandise is stocked and an accurate inventory is recorded.
- Undertake the key daily functions of the Market office including sorting mail, maintaining stationery & kitchen supplies, lost property, busking permits, and general administrative support to the team and stallholders.
- Process merchandise sales, stallholder rent payments and other transactions as required and undertake accurate end of day banking.
- Coordinate staff payroll and petty cash.
- Process purchase orders and invoices as required.
- Word processing of reports, letters and other documentation and prepare responses to routine and non-technical correspondence including liaising with Market staff to coordinate responses to customer requests.
- Maintain an accurate record of office processes and procedures.
- This position will be required to obtain First Aid Level 2, and provide emergency services support as required, including logging incident reports when appropriate.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Maintain accurate processing of sales, stock inventory, receipting and invoicing
- Ensure petty cash spreadsheet is accurate and up-to-date
- Ensure Council policies, procedures, rules, awards and acts are adhered to in completing tasks.
- Showing initiative and being proactive in helping the team improve the delivery of service to Market users, Stall holders, Market contractors and the community.
- Maintaining accurate computer systems.
- Be responsible for personal learning and development.



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JUDGMENT AND DECISION MAKING

Under general supervision:

- Ability to confidently make decisions based on knowledge of Market, City of Port Phillip and departmental policies and procedures.
- Ability to use initiative and problem solve.

SPECIALIST SKILLS AND KNOWLEDGE

- Demonstrated knowledge of Council Software including Pathway, TRIM, Techone and an ability to use or learn a range of other software as required
- Proficient in money handling and using EFTPOS facilities
- Proficient in the use of MS Office software applications including Word, Excel, Power Point and Outlook.
- Understanding of and/or interest in the Market environment

MANAGEMENT SKILLS

- Ability to plan work routines on a daily and weekly basis including determining priorities and meeting deadlines.
- Ability to multi-task and use initiative to prioritise issues
- Ability to manage own time, plan and organise own work in coordination with the priorities of the Manager

OCCUPATIONAL HEALTH & SAFETY

- Understand and comply with, the Council OH&S Policy, procedures and legislative requirements relevant to the position.
- Take responsibility for individual / own health and safety and that of others in the workplace. This includes the reporting of incidents involving injury and near misses.
- Communicate with employee health and safety representatives and supervisors about OH&S matters.
- Proactively report any unsafe workplace practices and/or hazards and suggest injury prevention measures.
- Participate in regular training programs to improve awareness of risk management and health and safety within the workplace.
- Perform work in a safe and appropriate manner at all times.

INTERPERSONAL SKILLS

- Highly developed communication and interpersonal skills, operating at all levels within the organisation and the market environment.



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- Demonstrated ability to juggle multiple tasks whilst delivering excellent customer service
- Ability to work effectively as part of a team with maturity and an ability to relate and communicate comfortably with others.

QUALIFICATIONS AND EXPERIENCE

- Proficient in Microsoft Office applications including word processing and data entry
- Experience in working a customer service environment and dealing with complaints
- Demonstrated experience in finance and cash handling.

CHILD-SAFE STANDARDS

- Maintain a child safe culture at the City of Port Phillip by understanding and activating your role in preventing, detecting, responding and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.

SECURITY REQUIREMENTS AND PROFESSIONAL OBLIGATIONS

Pre-employment screening will apply to all appointments.

Prior to a formal letter of offer, preferred applicants will be asked to provide:

- Evidence of mandatory qualifications/registrations/licences,
- Sufficient proof of their right to work in Australia, and
- Sufficient proof of their identity.
- Complete a National Police Check completed via City of Port Phillip's Provider.
- Proof of Vaccination Certificate
- Employee type Working with Children Check

KEY SELECTION CRITERIA

- Demonstrated experience in providing exceptional customer service in a diverse environment with multiple stakeholders and customers.
- Excellent office administration and computer skills - demonstrated proficiency in MS Office applications and demonstrated experience in, or potential to learn, data base systems such as TRIM, Pathway and Techone.
- Proven initiative and ability to seek solutions to problems as they arise and demonstrated willingness to undertake new tasks and learn new skills.
- Demonstrated experience in handling complaints.
- 2 -3 years experience in a similar role.
- Well-developed interpersonal and organisational skills including ability to effectively manage own time.
- An ability to respond positively to challenges and people and contribute effectively to a small team.
- Ability to work on the weekend.



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