

Your Position

Your job	Customer Services Officer (Arena) Kaiārahi Ratonga Kiritaki (Mahi ā-Rēhia)
Your group	Community & Partnerships
Your team	Recreation – Events & Customer Service
Your manager	Team Leader Customer Services, Summer Andrews, Venue Services Manager, Keith Tahere Fitness Manager, Sheree Marsh
Your base	Porirua

What's most important to us

Porirua City is our place. A great place to live, work and raise a family. We want everyone to feel welcome, whether they are visiting, living or working here.

Our strategic priorities are to:

- Invest in 3 waters infrastructure and catchment restoration
- Proactively respond to the climate crisis
- Advocate for and provide a safe, healthy and thriving community; and
- Put our children and young people at the heart of the city

How we work together:

- Whakakotahi - Team up
Mā te mahi tahi e puta ai he hua ki tō tātou hapori
Together we make a difference for our community
- Mahi Atamai - Work smart
Ka whakapātari i a tātou anō kia pai ake ai ngā hua
We challenge ourselves to do things better
- Whakatinanatia - Make it happen
Mā te whakapeto ngoi, me ngā pūkenga e tutuki ai ngā whāinga
We use our energy and skills to get things done

Your team's purpose

Community & Partnerships purpose is to:

- lead Council's strategic initiatives that support and manage business and commercial growth
- strengthen strategic relationship management for Council and maintain oversight of the partnership with Ngāti Toa Rangatira
- lead the Council's partnership approach with key stakeholders and community groups
- deliver community services, including library, recreation and cultural services
- coordinate and promote the democratic processes of the Council.

Your purpose

The Customer Services Officer (Arena) role is to:

- assist in the facilitation of point of entry to the facilities, to ensure our customers are attended to promptly and courteously, to assist in the day to day operation, supervision, facilitation and maintenance of Te Rauparaha Arena.
- Assist in the achievement of an excellent customer experience for all Arena Fitness members

Who you'll be working with

Your direct reports	<ul style="list-style-type: none">• None
Your indirect reports	<ul style="list-style-type: none">• None
External people and groups	<ul style="list-style-type: none">• Members of the public• All visitors to Te Rauparaha Arena• Schools• Community Groups,• Health Groups, Swim Clubs, Swimming NZ• Water Safety NZ and Kiwisport• Other local authorities• Training organisations and members of the public
Internal people and groups	<ul style="list-style-type: none">• Executive Leadership Team, managers and staff at all levels of the organisation

Your responsibilities

What you'll do	How you'll do it
Operational Delivery	<ul style="list-style-type: none">• Greet all visitors to Te Rauparaha Arena in a friendly and welcoming manner and ensure their customer experience is positive• Achievement of customer satisfaction through excellent front-line customer service and experience• Providing timely, accurate and friendly assistance to all members, patrons and visitors to Te Rauparaha Arena.• Supervise patrons using the facility including admission and clearing of the facility in the days and hours determined by Arena Management• Operate the computerised point of entry sales system as well as associated membership and booking programmes• Process payments for entry to the pool, events, programmes and group fitness using all current forms of payment

	<ul style="list-style-type: none"> • Complete cash handling procedures with accuracy and security • Maintain a detailed knowledge of the pricing structure and what programmes are available to provide accurate information to our customers • Assist with the sales of retail items, providing accurate information and processing correct payment for purchases. Ensure the retail stock on display and in storage is well displayed and stored appropriately • Assist with the caretaking, cleanliness and security of the facilities and its surrounds as required. Advise the appropriate person if further work is required • Answer all phone calls in a friendly manner and provide helpful information to customer enquiries relevant to the facilities and programmes operated by the Porirua City Council • To provide excellent support to Arena Fitness Centre members. This includes dealing with customer enquiries and providing support to customers to achieve their goals. • The employee shall protect the Council's interests when any organisation (clubs, schools etc) is using the facilities by arrangement with the Council • Maintain a high standard of presentation wearing the provided uniform • Undertaking general administration tasks and provide general office support for all of the Arena Fitness staff • Accuracy while performing gym-specific and general administration tasks as required • To help enhance and make more efficient current or new administration systems within Arena Fitness • Effective promotion of additional club services, products and events with all fitness members and prospective members • Maintain a valid comprehensive First Aid Qualification
Relationship Management	<ul style="list-style-type: none"> • Establish and maintain close working relationships with internal and external stakeholders, ensuring that relationships with key stakeholders are professional, positive and constructive
Corporate Responsibilities	<ul style="list-style-type: none"> • Build commitment of our vision, strategic directions, values and services • Willingly undertake any duty required within the context of the position • Adhere to our Code of Conduct • Undertake civil defence and emergency management tasks as directed including participation in pre-event training and rostered duties during an emergency event

Your skills, experience and qualifications

It's essential that you have:	<ul style="list-style-type: none"> • Experience in a similar face-to-face customer service role • Proven ability to identify customer needs and provide exceptional customer experiences • Ability to work with computerised booking, financial and reporting systems. Familiar with Excel, Word, and Microsoft Outlook • Friendly and welcoming approach to creating an exceptional customer experience • Ability to multi-task • Demonstrated organisational and administrative skills • Flexibility in work hours to include early morning, evening and weekend shifts.
-------------------------------	---

	<ul style="list-style-type: none"> • A high standard of presentation and a friendly manner with people • Ability to work under pressure in a busy environment • Proven ability to work effectively both as an individual and as a member of a team • Excellent communication, interpersonal and relationship skills • Understanding and commitment to health and safety in the workplace and it's practical application • Understanding and commitment to diverse workplaces • Understanding and commitment to the Treaty of Waitangi and bicultural issues
It'd be great if you also have:	<ul style="list-style-type: none"> • Unrestricted New Zealand Drivers Licence

Last updated August 2022



Porirua City Council supports an inclusive & welcoming environment & is a member of Diversity Works.