



## POSITION DESCRIPTION

# CUSTOMER SERVICE OFFICER

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**MARCH 2023**

The Customer Service Staff, as the 'face of the BPBA' are one of the most important contact points of the Bellarine Peninsula Basketball Association Inc. for all participants. In saying this, please remember at all times to act in a professional manner, remain polite, refrain from communicating your personal opinion and always act in the best interest of the Association.

Ensure during your shift that only staff members enter the canteen, this includes the Operations Manager and Referee Supervisor.

### **Position Summary**

- Accept, allocate and account for monies paid by patrons entering the venue
- Assist patrons with enquiries regarding the stadium, the association, or its competitions.
- Be responsible for the running of the canteen on competition days and at other events and functions

### **Responsibilities**

#### Start of Shift - Drysdale (Canteen staff)

- Disarm alarm
- Turn on venue lights
- Unlock First Aid Room
- Set up computer/till
- Wipe down benches in the canteen and check the canteen presentation.
- Check phone messages, return calls and take messages as required

#### During the Shift

- Put score-sheets and appropriate
- Answer queries from parents, players, coaches, referees and prospective members
- Be familiar with Basketball By-laws, however refer rule and By-law questions to referee supervisor in the first instance
- Answer phone, take messages if necessary



- Disseminate any communications from Competitions Officer, Operations Manager or Board of Management (ensure they are handed to the appropriate team personnel in all instances)
- Ensure that you do not engage in conversations whereby your personal opinion is expressed in any way that could be interpreted as slandering the Association, other staff members, referees

### Conclusion of Shift

- Ensure shelves and fridges are stocked (ensuring stock is rotated), make notes in the Communication Diary of stock that is low or has run out.
- Put all equipment away
- Record all necessary information in the Communication Diary
- Ensure all documentation is collated for Competitions Officer to collect
- Notify Competitions Officer ASAP of any reports filed by referees
- Notify Competitions Officer of any reports or breaches of Codes of Conduct
- Turn off lights/scoreboards
- Set alarm and lock doors

### **Hours and Payment**

- 30 minutes before the start of the first game until the conclusion of the last game
- \$22 per hour (at Bellarine Sports Centre (incl Canteen and Customer Service))
- \$20 per hour (at other venues (Customer Service only))

### **Notes:**

Staff numbers at venues (Current)

3 Court - 1 CSO Staff plus Referee Supervisor and Referee Manager

2 Court - 1 CSO Staff plus Referee Supervisor

1 Court - 1 CSO Staff