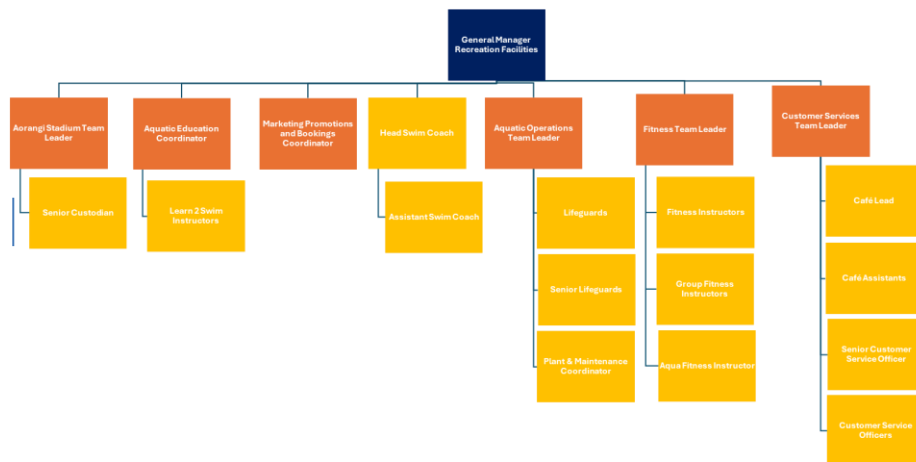


Position Description: Customer Services Officer

Business Group	Recreation Facilities
Reports To	Customer Services Team Leader
Direct Reports	Nil
Date	November 2025
Budget Responsibility	Nil
Financial Delegation	Nil

Business Group Structure



Purpose of the Position

The CBay Customer Services Officer is responsible for ensuring excellent, efficient and informed sales and service at all times, to all customers visiting CBay. The position helps maintain a high level of presentation and cleanliness, while delivering amazing customer service and creating an enjoyable visitor experience.

Key Relationships / Customers

External	Internal
Members of the public	Recreation Facilities General Manager
Contractors	Recreation Facilities Team Leaders
Consultants	Recreation Facilities Team
Providers	All TDC Staff
Other Territorial Authorities	

Position Responsibilities

Your general duties include those outlined in this position description and may be reviewed and updated from time to time in consultation with you. You will also be required to undertake any other duties that are within your ability to perform, if asked to do so.

1. To provide accurate, friendly, prompt and professional service to all customers.
2. To maintain accurate recording of customer details, records and payments.
3. To assist in developing and maintaining appropriate levels of Customer Service through shared knowledge and expertise, being an effective member of the Customer Services Team.
4. Approach everyday with enthusiasm and energy.
5. To provide accurate information on Pool Safe Policy and Pool rules.
6. Help maintain a high standard of presentation and cleanliness of the CBay facility.
7. To complete accurate accounting for Learn2Swim accounts, shift till offs and daily banking.
8. To participate in the shared delivery of customer service and communication between all staff and departments.
9. Actively engage in setting own goals and objectives.
10. Assist with other duties as reasonably required by the Manager.
11. To actively contribute to health, safety and wellbeing through working safely, taking responsibility for keeping self and colleagues free from harm, reporting

all incidents and hazards promptly and knowing what to do in the event of an emergency.

12. Take responsibility for ensuring Council information, data and records are stored with appropriate accessibility in designated systems, using processes and tools as described in the current Information Management Policy.
13. To be actively involved in Civil Defence Emergency Management when required.
14. To live the COSI values; Customer Focus, One Team, Success and Integrity and consciously support a team culture that is consistent with the overall organisations values and above the line behaviours.
15. Commitment to the principles of the Treaty of Waitangi.

Formal Qualifications / Training / Experience

Minimum Qualification	NCEA Level 2 or equivalent
Desired Qualification	NCEA Level 3 or equivalent tertiary qualification First Aid Certificate
Minimum Experience	Can be entry level.
Desired Experience	Two years' plus experience in complex customer service environment

Key Competencies / Skills / Knowledge

- Excellent interpersonal and customer service skills, able to relate to a diverse range of internal and external customers. And demonstrate problemsolving/conflict resolution skills.
- Sound communication skills, both written and oral, with strong attention to detail.
- Ability to work well under pressure.
- Strong ability to work well in a team environment and cooperate closely with all staff to provide a consistent service.
- Effective use and management of time, with the ability to work weekend shifts and cover leave.
- Must have above average computer skills and technical ability
- Self-motivation, high energy and great attitude.
- Willingness to go the extra mile for our customers and provide amazing service.

- High level of honesty, integrity, confidentiality and a trustworthy manner.

Recreation Facilities General Manager

CBay Customer Services Officer

Date

Date