CVM

CITY VENUE MANAGEMENT

POSITION DESCRIPTION

Position Title:

Customer Service Attendant

Position Classification:

FITNESS INDUSTRY AWARD

OUR PURPOSE

CREATE EXPERIENCES THAT DELIGHT AND ENGAGE.

At City Venue Management (CVM), every person plays an important role in creating experiences that delight and engage. Our truths are unique to us, they shape how we behave and underpin our purpose. As an employee of CVM you are expected to model behaviour aligned with our truths:

FUN AND ENERGY ARE CONRAGIOUS

Positivity feeds positivity, smiles provoke smiles

People are drawn to environments that are challenging yet enjoyable

Don't wait for others to infect you. "BE THE SOURCE"

NEW KNOWLEDGE DRIVES PROGRESSION

We grow by seeking internally and externally

Education, experience, observing, practicingDon't wait for others to

Seek to understand "BE CURIOUS"

COLLABORATION ENABLES CREATIVITY

Diverse teams working toward common goals develop unique solutions

Respectful, passionate disagreement and refined ideas lead to innovation

Integrated teams leverage "COLLECTIVE GENIUS"

SIMPLICITY ALLOWS AGILITY

It's simple to make things complex and complex to make them simple

Strive to find practical solutions to challenging problems

Big organisations can be fast, "FLEXIBILITY CREATES FREEDOM"

MATURITY IS NOT AN AGE

Empowered to do what you like, maturity is to do what is right

Resilience, compassionate, dependable, courageous

The ongoing commitment to remain consistent "EMBRACE OWNERSHIP"

POSITION PURPOSE

The Customer Service Attendant plays a key role in creating an exceptional customer experience across the venue. As a highly visible first point of contact, the role welcomes and engages customers, anticipates their needs, provides accurate information and support, and ensures every interaction reflects CVM's customer experience and service standards.

The role supports customer accounts, enquiries, bookings, transactions, sales and general front-of-house operations while contributing to a safe, welcoming and well-presented venue.

Customer Service Attendants are also required to maintain a Pool Lifeguard qualification, providing additional safety capability within the venue and supporting emergency response where required and appropriately directed.

RELATIONSHIPS

Reports to: Customer Experience Manager

Staff responsibility: Nil

Key internal relationships:

- GM of Customer Experience - GC
- Facility Manager
- Swim School Manager
- Site team member

Key external relationships:

- All members, patrons and families
- Local businesses, schools and community groups

KEY RESPONSIBILITIES

CUSTOMER SERVICE * EXPERIENCE STANDARDS

- Deliver a consistently high standard of customer service across face-to-face, telephone and digital interactions.
- Consistently apply CVM's Service Steps and customer experience standards in every interaction.
- Provide a warm and engaging welcome, anticipate customer needs and create a positive and attentive farewell.
- Build positive relationships with members, patrons and families and create a welcoming sense of connection and belonging.
- Take ownership of customer enquiries and seek to resolve matters efficiently rather than simply redirecting customers.
- Respond to feedback and complaints professionally and constructively, escalating matters where appropriate.
- Look for opportunities to make the customer experience easier, more enjoyable and memorable.

- Maintain a professional, positive and energetic presence that reflects CVM's brand and values.

CUSTOMER SERVICE OPERATIONS

- Respond accurately and promptly to customer enquiries across all relevant service channels.
- Process memberships, enrolments, bookings, transactions, cancellations, account changes and other customer requests accurately and efficiently.
- Maintain accurate customer records and ensure information entered into CVM systems is complete and up to date.
- Maintain strong knowledge of venue programs, services, timetables, memberships and facilities to confidently assist customers.
- Operate point-of-sale and payment systems accurately and follow relevant cash and payment security procedures.
- Support the presentation, organisation and smooth operation of customer service and front-of-house areas.
- Work closely with other venue departments to provide customers with a seamless experience across the facility.

SALES, ENGAGEMENT & RETENTION

- Identify customer needs and recommend appropriate CVM programs, products and services.
- Support membership, program and participation growth through proactive and genuine customer conversations.
- Identify and follow up leads and enquiries in line with site processes.
- Support sales, marketing, promotional and member engagement initiatives.
- Contribute to customer retention by building relationships, resolving issues and supporting positive ongoing experiences.
- Maintain accurate and current product and service knowledge.

SAFETY & VENUE SUPPORT

- Maintain awareness of customer and venue safety and proactively identify and report hazards or concerns.
- Hold and maintain the required Pool Lifeguard qualification as part of CVM's commitment to strengthening aquatic safety capability across customer-facing teams.
- Support emergency response when required and within the scope of current qualifications and site emergency procedures.
- Provide First Aid and CPR when required and appropriately qualified.
- Report incidents, hazards and safety concerns in accordance with CVM procedures.
- Support venue presentation and maintain customer-facing areas in a clean, safe and professional condition.
- Participate in required training, emergency response activities and team meetings.
- Comply with CVM policies, procedures, service standards, operating requirements and relevant legislation.

QUALIFICATIONS

Required:

- Current Working with Children Check / Blue Card, where required
- Current CPR
- Current First Aid
- Current Pool Lifeguard qualification, or willingness to obtain prior to commencement

KEY SKILLS AND EXPERIENCE

- Previous customer service experience, preferably in a high-volume customer-facing environment.
- Strong interpersonal and communication skills with a genuine ability to engage with a broad range of customers.
- Demonstrated commitment to delivering a high standard of customer experience.
- Confident handling customer enquiries, feedback and day-to-day problems.
- Strong attention to detail and ability to accurately manage customer accounts, transactions and systems.
- Comfortable learning and using customer management, booking and point-of-sale systems.
- Ability to work effectively in a busy environment and contribute positively to a team.

ALIGNMENT TO OUR 5 TRUTHS

Fun and energy is contagious: Creates a warm, positive and welcoming experience for every customer. Brings energy and enthusiasm to interactions and looks for opportunities to make customers feel recognised, valued and connected.

New knowledge drives progression: Builds strong knowledge of CVM programs, services, systems and venue operations to confidently support customers. Seeks feedback, participates in training and continues to develop customer service skills and knowledge.

Collaboration enables creativity: Works closely with the Customer Experience Manager, GM of Customer Experience and wider venue teams to provide a seamless customer experience. Communicates openly, shares information and supports others to achieve consistent service standards.

Simplicity allows agility: Makes it easy for customers to get the information, support or solution they need. Takes a practical approach to resolving enquiries and adapts confidently to changing customer and operational needs.

Maturity is not an age: Takes ownership of customer interactions and follows through on commitments. Acts professionally, reliably and respectfully, uses good judgement and maintains high standards of service, safety and accountability.

LEGAL REQUIREMENTS

QLD Child Protection Act

It is an offence under the QLD Child Protection Act 1999 for a person convicted of a serious offence to apply for or perform this position. The QLD Child Protection Act 1999 requires the following to be completed:

- Any person in this position must hold and maintain a current Positive Notice and Blue Card from the Commission for Children & Young People & Child Guardian.

Duties under WH&S Act

Under the Work Health & Safety Act 2011 an employee, whilst at work, must:

- Take reasonable care for his or her own health and safety.
- Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons.
- Comply, so far as the employee is reasonably able, with any reasonable instruction given by the person conducting the business to allow that person to comply with this Act.
- Co-operate with any reasonable policy or procedure of the person conducting the business relating to health or safety at the workplace that has been notified to employees.

ACKNOWLEDGEMENT

By accepting this position, I acknowledge that I have read and understand the expectations of this role as outlined in this position description.

I understand that I am required to comply with all City Venue Management policies and procedures, and that these form part of my employment obligations.

I confirm that I will act in accordance with these requirements at all times.