

Casual Customer Service Attendants

Want to be part of the action and help deliver major sporting events? Looking for a job you can get excited about? We want you!

The Sydney Cricket and Sports Ground Trust are seeking motivated, enthusiastic and confident Customer Service staff to join our event day team. You will provide our patrons with the best possible event day experience at the Sydney Cricket Ground.

Requirements:

- 1 – 2 years' experience in a Customer Service role
- Excellent communication skills
- Friendly, confident and helpful personality
- Excellent team player with good problem-solving skills
- Flexible availability; willing to work mid-week evenings, weekends and public holidays
- Applicants must be aged 18 years or older

If you are seeking flexible casual work, and feel that you have the relevant skills and enthusiasm to join our team, please submit your resume along with a cover letter outlining why you are the best person for the job to:

hadmin@scgt.nsw.gov.au

APPLICATIONS CLOSE: Sunday 24 February 2019

The recruitment drive will take place early March with anticipated start date in late March early April. Recruitment drive dates are not flexible and due to the high number of applications we anticipate receiving only shortlisted candidates will be contacted.

Please note: Applicants must be Australia citizens or permanent residents to be considered and will be required to undertake a National Police Clearance check

The Sydney Cricket & Sports Ground Trust values social and cultural diversity and is committed to providing a safe and healthy work environment and the principles of workplace gender equality and encourages indigenous Australians to apply.

Role Description



POSITION TITLE	Customer Service Attendant
REPORTS TO	Event Staff Customer Service Manager
ROLE CLASSIFICATION	Casual
ROLE TYPE	Employee
DIVISION	Human Resources
DEPARTMENT	Event Day Staff
DATE	February 2019

1. Purpose of the Role

To ensure our guests receive an excellent customer service experience by providing memorable greetings, exceptional service delivery and resolving guest problems.

2. Key Accountabilities

- Consistently strive to demonstrate superior knowledge of our venue, values, events, partners, products and services
- Anticipate issues and be pro-active in approach. Immediately respond to patron's needs and feedback by listening and providing a solution. Understand when a problem needs to be escalated to a team leader or supervisor
- Invite interactions with a confident and approachable posture, gestures and facial expressions. Commit to engaging eye contact, smiles, verbal welcomes and farewells
- Always present a professional image
- Consistently demonstrate awareness of risks in a caring and responsible manner
- Ensure dress regulations for specific areas are followed and consistent with expectations
- Ensure accreditation requirements for specific areas are followed including checking identification and making sure unauthorised guests do not access our venues
- Adequately check patron's tickets whilst assisting flow through turnstiles
- Assist patrons in finding their seats in a clear and engaging manner

- Have a detailed knowledge of emergency evacuation procedures and the role a customer service attendant holds in each position across our venues. Can safely and efficiently evacuate members of the public in an emergency without difficulty
- Understand the different ticket systems at the Sydney Cricket Ground and assist guests with any enquires
- Understand the three main areas of our venues – public, members and corporate. Can assist a guest from any of these areas with an enquiry or problem

3. Key Challenges

- Adhering to the requirements of the Guest Service Charter in any circumstances that may prevail including; rowdy crowds, intoxicated patrons and bad weather
- Remaining alert and focussed throughout the event, maintaining physical presentation standards at all times i.e. not sitting, slouching or leaning
- Being vigilant in anticipating undesirable behaviour, monitoring intoxicated patrons, identifying suspicious behaviour and/or objects

4. Key Relationships

Who	Why
Event Manager/Coordinator	Assist with staffing events and ensuring they run smoothly
Event Staff Customer Service Manager	Communicate and advise on any roster and staffing coordination issues for events
Customer Experience Manager	Communicate and advise on any customer experience goals/initiatives
Team Leaders/Supervisors	Work with and support on resolving problems and providing customer service to guests and members
Members and Patrons	Liaise with guests to resolve problems and provide customer service

5. Focus Capabilities for the Role

Capability	Behavioural Indicators
Act with Integrity	<ul style="list-style-type: none"> • Behave in an honest, ethical and professional way • Take opportunities to clarify understanding of ethical requirements • Identify and follow legislation, rules, policies, guidelines and codes of conduct that apply to your role • Speak out against misconduct, illegal and inappropriate behaviour • Report apparent conflicts of interest
Communicate Effectively	<ul style="list-style-type: none"> • Speak at the right pace and volume for varied audiences • Allow others time to speak • Display active listening • Explain things clearly • Be aware of own body language and facial expressions • Write in a way that is logical and easy to follow
	<ul style="list-style-type: none"> • Understand the importance of customer service • Help customers understand the services that are available

<p>Commit to Customer Service</p>	<ul style="list-style-type: none"> • Take responsibility for delivering services which meet customer requirements • Keep customers informed of progress and seek feedback to ensure their needs are met • Show respect courtesy and fairness when interacting with customers
<p>Work Collaboratively</p>	<ul style="list-style-type: none"> • Work as a supportive and co-operative team member, share information and acknowledge others' efforts • Respond to others who need clarification or guidance on the job • Step in to help others when workloads are high • Keep team and supervisor informed of work tasks

7. Role Dimensions

<p>Decision making</p>	<p>This role has limited operational decision-making responsibility however must make effective decisions in relation to dealing with customer service problems</p>
<p>Dimensions</p>	<p>This role will work closely with our patrons which make up crowds of up to 50 000 people. This position will work within an event day team of around 450 people.</p>

8. Qualifications/Experience

- At least one years' experience working in a customer service environment
- RSA is desirable but not essential

9. Polices

In accordance with the Code of Ethics and Conduct for NSW Government sector employees the Trust has formalised a suitable Code of Conduct for its employees at the Sydney Cricket Ground, its staff and its contracted activities. It is the responsibility of staff to know, understand and comply with all ethical and legal obligations that apply to them.

10. Other Requirements

- Flexibility in work hours including weekends, public holidays and out of hours work
- Must attend staff training, workshops and meetings as and when required
- Must complete online training modules as and when required

Name: _____ Signature: _____

Date: _____