



Customer Service Assistant

**STUDENT SERVICES & WELLBEING
ADMINISTRATIVE DIVISION**



About QUT

QUT is a major Australian university with a global reputation and a 'real world' focus. Our courses equip our students and graduates with the skills and mindset they need to realise their full potential in a rapidly changing world.

With more than 50,000 students across two inner-city campuses in Brisbane, QUT offers academic programs in fields spanning business, creative industries, education, engineering, health, law, science and social justice across five faculties.

We are transforming the learning experience—embedding work integrated learning and focusing on developing entrepreneurial skills. We offer executive education and professional development through QUTeX, flexible learning through QUT Online and pathways into our undergraduate programs through QUT College.

With a history of access, innovation and inspiration, QUT has maintained a strong ethos of being the university for the real world. Our students experience award-winning teaching, high levels of satisfaction and excellent graduate employment outcomes.

We are an ambitious institution, with strong research programs which connect with fundamental enquiry into societal outcomes.

QUT is well known for our strong links to industry and government, and our interdisciplinary teams create high-impact research in areas as diverse as climate change mitigation, digital media, materials science and biomedical innovation.

Our Vision

With a commitment to enhancing the staff and student experience and doubling Indigenous enrolments over the next five years, *Connections*—the QUT Strategy 2023 to 2027— is a bold plan to transform the learning experience.

Our strategy establishes QUT as 'the university for the real world', and charts our provision of transformative education, student experiences, and research that is relevant to our communities.

The strategy connects aspiration to opportunity for our students and staff, it expands pathways for our Indigenous Australian students, and it

builds supportive research environments.

QUT will also develop a curriculum transformation approach that responds to demand from students to support their journey from high school to graduation and beyond and reinforces the value of professional connections within the curriculum.

QUT Values and Priorities

Aligned to and supporting our vision are the QUT Values:

- Ambition
- Curiosity
- Inclusiveness
- Innovation
- Integrity
- Academic Freedom

Underpinned by our Priorities:

- Creativity and entrepreneurship
- Health and wellbeing
- Inclusion and social justice
- Recognising and fostering Indigenous Australian excellence
- Sustainability and the environment

About the Administrative Division

Administrative Division supports the governance and operations of the University, including planning and quality, facilities and services for students and staff. The Administrative Division is led by the Vice-President (Administration) and University Registrar.

About the Department

An integral part of the university, QUT Sport fosters connections across all areas of endeavour. Sport is an important cultural thread of QUT life, engaging with students, staff, alumni and faculty. This kinship applies whether you're a competitive athlete, a supportive fan or anyone in between. QUT Sport encourages a sense of belonging and unity that contributes to the broader QUT community.

At QUT, sport is more than just physical activity. It is a platform for building connections, developing skills, and fostering a

sense of community.

Our innovation approach to sport leverages technology to deliver a truly inclusive and accessible experience for all, regardless of their background or ability.

QUT Sport celebrates diversity, inclusivity and teamwork, bringing people together and leaving no one on the sidelines. We encourage active participation that goes beyond the players and coaches, through to the fans and community networks.

We commit to engaging with Indigenous Australians to leverage opportunities and assist in delivering long-term outcomes through our sporting programs while recognising their sovereignty as First Nations peoples of Australia.

Come join us and be part of shaping the future of sport and recreation.

About the Position

QUT Sport is currently seeking highly motivated and responsible Customer Service Assistant to join the team at the QUT Sport Fitness & Aquatics Centres.

The successful candidate will be responsible for delivering high-quality reception duties to the members at Gardens Point and Kelvin Grove campuses

This role is a casual role requiring availability of a flexible nature across the Fitness & Aquatics Centres opening hours- 04:30-20:30.

This role includes physical and functional tasks that requires the incumbent to be able to frequently handle sporting and fitness equipment.

This position reports to the Venue Coordinator for career planning, development, and performance expectations.

Key responsibilities include:

- Provide exceptional customer service/ reception duties to members and guests in a friendly and professional manner.
- Respond to enquiries and provide accurate information about QUT Sports Facilities and services.
- Process memberships, basic payment transactions, program bookings, and facility bookings in a timely and accurate manner.
- Conduct Facility tours for prospective members and guests.

- Monitor and maintain the cleanliness and presentation of the reception area and facilities.
- Participate in staff training and development programs.
- Compliance with health and safety policies, procedures, hazard reporting and safe work practices.

To ensure job flexibility the successful appointee may be required to:

- perform any other duties as nominated by the University consistent with the relevant classification descriptors detailed in the Enterprise Agreement. Staff undertaking any new duties will receive training;
- participate in job rotation or multiskilling in consultation with their supervisor;
- work across campuses

Type of appointment

This appointment will be offered on a casual basis.

Location

Gardens Point and Kelvin Grove campuses.

Selection Criteria

1. Evidence of, or willingness to obtain both a First Aid certificate and CPR certificate with relevant Health and Fitness or hospitality experience.
2. Proven ability to conduct routine tasks within established procedures.
3. Demonstrated ability to connect and collaborate with colleagues, and work effectively within a team.
4. Demonstrated communication skills with the ability to effectively answer queries from Fitness and Aquatics Centre users and provide a high level of customer service.
5. Demonstrated ability to contribute to a positive team culture that aligns with the QUT Values.

Remuneration and Benefits

The classification for this position is Higher Education Worker Level 2 (HEW2) which has a casual hourly rate range of \$37.61 to \$38.52 per hour, inclusive of 25% casual loading.

QUT will also pay employer superannuation contributions at the current Superannuation

Guarantee (SG) rate.

- Current CPR certificate

Information for applicants

To be considered for a Customer Service Assistant position, you will be expected to maintain the following during your employment:

- Hold all mandatory qualifications required for this position.

This position has been identified by QUT as being engaged in child related employment. Appointment to this position is therefore subject to the provisions of the Working with Children (Risk Management and Screening) Act 2000. The appointee will be required to undergo a 'Working with Children Check' which will assess their suitability to work with children (defined as anyone under 18 years of age) based on his or her criminal history.

For further information about the position, please contact Carlos Diaz, Venue Coordinator, on (07) 3138 3878; or for further information about working at QUT contact Human Resources on (07) 3138 5000.

Candidates who are interested in the position are encouraged to apply even though they may feel they are not strong on individual selection criteria.

In assessing merit, the panel will take into consideration "performance or achievement relative to opportunity". We recognise that many staff today have a range of personal circumstances, and career histories that challenge traditional ideas of a staff member. This may mean, for example, prioritising the quality of achievement rather than the quantity, as considerations of part-time employment, career interruptions and significant periods of leave are taken into account when assessing performance or achievement.

How to Apply

When applying for this position we encourage you to upload your resume and a cover letter including evidence of, or willingness to obtain the following:

- Current First Aid certificate

Roles ideally commencing on or before 1 July 2023

Apply Now:

<https://unihub.qut.edu.au/form.aspx?id=5231512>