

The University of Waikato
Te Whare Wānanga o Waikato

POSITION DESCRIPTION

Customer Services Assistant

Reports to:	Customer Operations Manager
Division:	Development & Events Services
Tenure:	Permanent
Location:	UniRec / Sport and Wellbeing
Date:	September 2025

Vision

Ko te tangata

A research-intensive university providing a globally connected, innovative and inclusive student experience in an environment characterised by a commitment to diversity, respect for Indigenous knowledge, and high levels of community engagement.

Values

Ko te mana o Te Whare Wānanga o Waikato ka herea ki tō tātou:

- Tū ngātahi me te Māori
- Mahi pono
- Whakanui i ngā huarahi hou
- Whakarewa i te hiringa i te mahara

The University of Waikato places a high value on:

- Partnership with Māori
- Acting with integrity
- Celebrating diversity
- Promoting creativity

1. GENERAL

The Sport and Wellbeing Group develop and manage high quality, relevant sport and wellbeing programmes and facilities that support students, staff and the wider community to be active and healthy, enhancing the University of Waikato experience. Sport and Wellbeing managed facilities and services include UniRec, Wellbeing Hub, Esport Arena and university sport fields, events and clubs.

The Sport and Wellbeing Group is part of the Office of the Vice-Chancellor, the university's executive leadership office, and is led by the Associate Director, Sport and Wellbeing.

2. POSITION PURPOSE

The Customer Services Assistant delivers professional frontline service at UniRec, fostering positive customer interactions and supporting membership sales through a strong understanding of customer needs. This role contributes to a vibrant and welcoming member experience by managing reception duties, facility and programme bookings, and general administration.

3. FUNCTIONAL RELATIONSHIPS

Internal: Customer Operations Manager
Associate Director, Sport and Wellbeing
Health & Fitness Manager
Marketing Manager
Other UniRec / Sport and Wellbeing Team members
University Staff

External: Members of the public
Gym members

4. KEY RESPONSIBILITIES

4.1 Provide quality customer service

- Greet all members and visitors warmly, creating a welcoming and professional first impression.
- Respond promptly and efficiently to all enquiries in person, by phone, or via digital channels.
- Proactively engage with members to understand their needs and offer relevant services.
- Address complaints fairly and promptly, escalating safety-related issues immediately to the Customer Operations Manager.
- Ensure all service requests are actioned within the shift and followed up within two working days.
- Maintain up-to-date knowledge of UniRec communications, promotions, and membership changes.
- Build strong, respectful relationships with members, including those for whom English is not a first language.
- Confidently manage difficult conversations while remaining professional and empathetic.
- Conduct virtual tours for prospective members as required.

4.2 Assist with Facility and Programme administration

- Maintain accurate and timely updates to databases (e.g. memberships, bookings) within two working days.
- Process membership forms, applications, bookings, EFTPOS transactions
- Enter and manage member data in Perfect Mind and file administrative records as directed.
- Support reception operations including phone calls, appointment scheduling, and information sharing.
- Ensure retail areas and reception noticeboards are clean, stocked, and up to date.
- Maintain a tidy and organised front desk and lost property register.
- Assist with general cleanliness, caretaking, and security of UniRec facilities.
- Assist with administrative tasks and reporting as requested by the Customer Operations Manager.
- Understand and explain membership contracts, pro rata payments, and invoicing processes.
- Navigate software systems confidently, identify patterns affecting service, and troubleshoot issues.
- Gather information from prospects to recommend suitable membership options.
- Apply attention to detail and follow processes from start to finish accurately.

- Use Microsoft Word and Excel to support reporting and documentation.
- Contribute to continuous improvement by identifying opportunities to enhance administrative practices.
- Participate in themed events and support UniRec initiatives as required.
- Efficiently process all sales including casual visits, memberships, stock, and bookings.
- Ensure compliance with the Credit Contracts Act.

4.3 Contribute to a Positive Team Environment

- Work effectively as a member of the UniRec team to support other team members and provide support and/or coverage of functions.
- Work collaboratively to encourage transparency across activities, open sharing of knowledge, and the building of positive relationships to support a high-performance culture.
- Work with other team members on projects.
- Support a positive culture and morale.
- Promote professionalism, safety, and customer focus among all staff.

4.4 Health and Safety

- Maintain a safe work environment and comply with the University's Health and Safety Policy.
- Report incidents, hazards, and risks promptly.
- Participate in emergency response training and duties as required.

4.5 Continuous Improvement

- Actively contribute to the ongoing development and improvement of UniRec systems and processes.

Any other duties as required that are consistent with the position held, other than in exceptional circumstances such as rehabilitation after injury or sickness.

NOTE: Staff have an annual Objectives, Development and Reflection (ODR) meeting with their manager.

5. PERFORMANCE STANDARDS

The Customer Services Assistant will be performing satisfactorily when:

- Ensure the efficient and effective operation of the centre, including timely handling of bookings and member enquiries.
- Complete daily EFTPOS reconciliations, with any discrepancies accounted for and reported.
- Process bookings accurately and efficiently, ensuring payments are collected where required.
- Support growth in exercise programme participation through proactive promotion and member engagement.
- Maintain a professional image in all interactions, representing UniRec positively.
- Ensure clients are well-informed about available products, services, and programme updates.
- Report incidents and hazards promptly and appropriately, following UniRec and university procedures.
- Follow safe and healthy work practices in line with university policies, standards, and statutory obligations.

PERSON SPECIFICATION

EDUCATIONAL QUALIFICATIONS

Essential

- A tertiary qualification (or studying towards)
- First Aid / Mental Health First Aid (preferred)

SKILLS, KNOWLEDGE and EXPERIENCE

Essential

- Relevant work experience in a discipline that requires customer service skills and a high level of computer literacy
- Sound knowledge of customer service principles and practices
- Competence in cross cultural communication and working with people from diverse backgrounds
- Substantial experience and understanding using the Microsoft Suite
- Substantial experience and understanding using databases
- Demonstrated skills necessary to effectively carry out all administrative duties as outlined in the position description
- Demonstrated high level of efficiency and accuracy
- Excellent interpersonal and communication skills
- Flexibility for evening and weekend work.
- Accurate, methodical and focus for detail with numerical competence
- Commitment to equal opportunity and to the University's partnership with Māori as intended by the Treaty of Waitangi. Demonstrated awareness of Māori and Pacific cultures.

Preferred

- Understanding of sales principles and practices.
- An understanding of the benefits and actively participating in a healthy active lifestyle.
- Experience working within a gym/recreation facility and knowledge of exercise equipment.
- Ability to apply information and communication technologies to achieve desired outcomes and maintain and update those skills.

PERSONAL QUALITIES

- A balanced and informed approach to problem solving, particularly in situations involving conflict, stress, or change.
- Ability to multitask, prioritise and manage time effectively
- Ability to take responsibility / Exceptional customer service skills
- Ability to build rapport and trust with a diverse range of people.
- Flexibility and initiative in dealing with people and situations.
- Maintain a standard if personal health and hygiene
- Thrive in a high energy, fun environment.
- Effective verbal and written communication skills.
- Enthusiastic and motivated self-image
- Honest, reliable and cheerful approach.
- Commitment to a culture of openness, flexibility, and co-operation to achieve excellence in academic programmes, research, and service.
- Commitment to equal opportunity and to the University's partnership with Māori as intended by the Treaty of Waitangi.