



Queensland Police - Citizens Youth Welfare Association

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POSITION DESCRIPTION

Overview of Police Citizens Youth Clubs Network

The Queensland Police-Citizens Youth Welfare Association (QPCYWA) is a community-based organisation concerned with the development of youth through the provision of sporting and recreational activities. The QPCYWA has established forty-seven (47) Police-Citizens Youth Clubs (PCYCs) throughout the State and now has an active membership in excess of eighty thousand [80,000] members state-wide. As a registered, not-for-profit, charitable organisation, the QPCYWA relies upon income from activity attendances, fund raising, community support, grants and subsidies in order to operate. Its affiliation with the Queensland Police Service provides a unique link between Queensland Police and our supporting communities.

Police Citizens Youth Clubs (PCYCs) deliver youth sport and recreation activities and support the welfare needs of youths and their communities. We have the valued support of many local and state-based business organisations and work in close cooperation with Local, State and Federal Government community development -oriented agencies.

PCYCs – Enhancing Queensland Communities Through Youth Development

POSITION OBJECTIVE

BRANCH SUPPORT OFFICER

Position Objective: To support and improve PCYC Branch operations by ensuring all patrons receive the highest possible level of service. The Branch Support Officer will operate primarily from the reception/front desk, and requires a complete knowledge of Branch services and activities. They must possess and demonstrate excellent customer service skills and enjoy working in a service-oriented role. The Branch Support Officer is responsible for sales (merchandise, membership and activity fees); cash handling/reconciliation; Branch opening/closing procedures, canteen stock control; telephone operation; program, hall and activity bookings; assisting in the set-up/ pull-down of equipment for activities, incidental cleaning duties and administration support.

While representative of the duties and responsibilities of the role, this Position Description does not imply that there are the only duties to be performed. The employee may be required to follow any other lawful instructions and to perform any other duties reasonably requested and within the assessed skills of the employee.

Work Skills Required: Customer Service, Reception, Sales, Data Entry

Position Title: Branch Support Officer	Unit / Branch / Division: Cairns PCYC	Type of Employment: Full-Time, Permanent Hours to be worked Monday to Saturday between 6am and 9pm. Hours may vary	Remuneration Package Details: \$17.66 - \$18.66 gross per hour Salary packaging upon satisfactory work performance	Roles Reporting To This One: Nil ¹
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¹ May supervise voluntary staff, as required.

Key Accountabilities		
Critical Success Factors	Major Activities	Performance Result
Job Competency	<ul style="list-style-type: none"> ▪ Customer service, specifically providing detailed advice and information on the Branch's products and services; responding to patron/ customer/ supplier queries and problems utilising well developed interpersonal communication skills. ▪ Answering and guiding enquiries regarding individuals/teams for Branch activities/competitions ▪ Assist in the set-up/ pull-down of sport and recreation activities, and hall hires ▪ Sale of various products (canteen, etc) and services (memberships, etc) ▪ Preparation of cash registers and use of electronic swipe devices ▪ Reconciliation of cash and canteen stock ▪ Incidental administration support to Branch Manager and Administration Officer ▪ Incidental general tidying/ cleaning duties in immediate work area ▪ If 20 years or older, transport of members and customers to Branch programmed activities and events, and ▪ If 18 years or older, service of alcohol at functions and events conducted at or by Branches 	<ul style="list-style-type: none"> ▪ Feedback received from patrons/customer/colleagues ▪ Enquiry turn around time ▪ Evidence of use of Association policies, procedures and templates ▪ Demonstrated effective self- and office management ▪ Up to date stocktakes and administrative documentation (memberships, etc) ▪ Accurate database management and cash reconciliations ▪ Identify areas requiring cleaning and/or tidying and respond promptly ▪ Where required, transport members and customers attending activities and events ▪ Where required, responsibly service alcohol at functions and events conducted at or by Branches
Customer Service & Client Management	<ul style="list-style-type: none"> ▪ Maintain a good working relationship with patrons, customers, Association and community representatives, ensuring that patron/ customer needs are met ▪ Respond to enquiries from Branch staff and members, community representatives and visitors in an efficient and timely manner 	<ul style="list-style-type: none"> ▪ Customer satisfaction with services provided ▪ Feedback received from clients/ customers ▪ Response time for enquiries ▪ Maintenance of privacy and confidentiality of commercial, personal and operational information
Teamwork	<ul style="list-style-type: none"> ▪ Work cooperatively and effectively with Branch colleagues ▪ Effectively supervise volunteers, as necessary ▪ Contribute to continuous improvement in Branch reception and customer services 	<ul style="list-style-type: none"> ▪ Feedback from Association colleagues ▪ Contribute positively to team and workplace effectiveness and harmony ▪ Staff performance and feedback ▪ Evidence of improvement from lessons learnt
Safe System of Work	<ul style="list-style-type: none"> ▪ Understands and complies with PCYC Workplace Health and Safety policies and procedures ▪ Works in a safe manner and in compliance with approved, safe work practices ▪ Implements and maintains safe work systems and workplace environment ▪ Accepts personal responsibility for maintaining a safe workplace and work practices 	<ul style="list-style-type: none"> ▪ Work is performed safely ▪ Identifies hazards within the workplace ▪ Actively participates in health and safety discussions at staff meetings ▪ Reports workplace occurrences, injuries and/or illnesses as required ▪ Proactively resolves workplace health and safety issues

<p>Challenges:</p> <ul style="list-style-type: none"> ▪ Need to multi-task, in a sometimes busy and demanding work environment ▪ Ability to deal with difficult people and resolve complaints and conflict in the best interests of the Branch ▪ Need to ensure accuracy in work performed ▪ Compliance with Association and Branch policies and practices 	<p>Key Communications / Interactions:</p> <p>Independent:</p> <ul style="list-style-type: none"> ▪ Immediately respond to customer needs and concerns to ensure quality of service meets Associations standards and expectations <p>Makes decisions in consultation with:</p> <ul style="list-style-type: none"> ▪ Branch Manager or Branch Administration Officer on daily work priorities
<p>Key Selection Criteria</p> <p>MANDATORY</p> <ol style="list-style-type: none"> 1. Eligibility for a Children Commission's Suitability Notice/Blue Card² and satisfactory DSQ criminal history check (as required) 2. Open manual drivers license <p>HIGHLY DESIRABLE</p> <ol style="list-style-type: none"> 3. First Aid Level 1 and/or CPR 4. Excellent interpersonal skills, capable of working in a busy and demanding customer service environment 5. Introductory to Intermediate computer skills (Microsoft <i>Office</i> suite) 6. A self starter, with the ability to work autonomously, to self-organise and prioritise tasks 7. Medium rigid drivers licence (or willingness to obtain) 	

The terms and conditions of this position are regulated by the QPCYWA Collective Agreement 2009-2014	HR Review / Approval Date: January 2012
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²Obtainable by applying to Queensland Commission for Young Children, see <http://www.ccywpcg.qld.gov.au/employment/>