Customer Care Coordinator - Position Description

POSITION TITLE	Customer Care Coordinator
DEPARTMENT / INDUSTRY	Marion Leisure & Fitness Centre (MLFC), Recreation
AWARD / AGREEMENT	Fitness Industry Award 2020
CLASSIFICATION / GRADE	Level 6

About YMCA South Australia

"We work together from a base of Christian values to provide opportunities for all people to grow in body mind and spirit" (our mission).

YMCA South Australia is an accredited social enterprise, non-profit, and locally governed leader in our sector, serving the South Australian community for more than 175 years. With more than 1,200 like-minded colleagues (and growing), we deliver programs and services across the state in settings including schools and early learning centres, community recreation centres, swimming pools, gymnastics centres, allied health services, health and fitness facilities, community centres, camps and youth services.

Our aim is to develop the whole person, helping all South Australians connect with a better life. Not only their physical fitness and capabilities, but also their sense of identity, purpose, hope and dignity; psychological health; resilience; social connectedness; lifelong learning; and their own contribution back into the community. All the elements that together constitute a full, healthy, productive, and satisfying life. We bring all of this together through an integrated social impact framework, so our efforts add up to something greater than any single program.

As a preferred employer, we invest in our people as much as we invest in our community.

Our vision (FY27-30) is **"Whole people. Strong communities. South Australia flourishing."**

The Y Factor

YMCA South Australia's culture is characterised by what we call "the Y Factor" – **"genuine care for the whole person, for every person."** This ethos runs deep at the Y, being evident in our rich history of positive change around the world. This kind of authentic concern for others opens the opportunity for deeper and more profound impact – both on the community's wellbeing and our own as staff and volunteers. The YMCA is an environment in which everyone is to be recognised and appreciated as the unique and inherently valuable person they are. A place in which every person can "grow in body, mind and spirit".

For further information regarding YMCA South Australia, please visit www.sa.ymca.org.au.

Position Summary and Requirements

"As a member of staff at YMCA South Australia, this position requires you to work as part of a team committed to goals and mission that actively fosters community participation and involvement."

The Customer Care Coordinator is responsible for all aspects of frontline services at the Marion Leisure & Fitness Centre, including the café and merchandise at the Centre. The Customer Care Coordinator is a key part of the leadership team within the centre. The position requires the supervision, management and development of customer service administration and management of the frontline area, including membership and program promotion, café and merchandise.

The Customer Care Coordinator is required to work with a range of permanent and casual staff to meet the overall goals and objectives of the centre. The Coordinator will ensure all members and guests receive the highest possible level of service. This position also includes direct shift Customer Service responsibilities.

Areas of accountability	Key duties
Operations	• Responsible for the performance of the customer care team. • Provide supervision and direction of assigned frontline staff teams. • Ensure all best practice systems and processes are adhered to and delivered consistently to all members and guests within area of responsibility. • Coordinate customer feedback responses both via email and within AskNicely (member survey platform). • Ensure timely and accurate delivery of the end of day banking processes. Investigate any areas of variance or concern. • Management of the Point of Sale (POS) system, ensuring data integrity and accuracy. • Liaise with the Centre Manager and Health & Fitness Director to ensure sales targets are achieved and a reduction in member cancellations is observed. • Responsible for the compliance of the Café with food safety legislation. • Provide oversight to the facility's merchandise and product range. • Provide customer service to members and guests through timely and accurate communication regarding the programs and services offered at the facility. • Direct service responsibilities (customer service), as rostered. • Perform other duties as required and comply with reasonable directions.
People	• People management and culture: leads by example and promotes a culture that encourages the development of staff and volunteers through: ○ building capability across the team, so work is covered during absences;

	○ recognition, performance development; and ○ learning and development. • Recruit and onboard staff in compliance with YMCA's recruitment and selection policy. • Coaches and support the work and performance of the Customer Care team through clear goals and performance expectations, appropriate delegation and ongoing professional development. • Contribute to a positive, team-focused culture. • Resolve day to day issues within the team and escalate conflicts or disputes to the manager. • Ensure rosters are produced for areas of responsibility with two weeks' advance notice to employees.
Work, Health & Safety (WHS)	• Promote a positive safety culture by contributing to health and safety consultation, communication, and action. • Immediately report (and where possible rectify) any issues / areas of risk that could compromise patron / staff safety. • Maintains currency of knowledge regarding WHS legislation and best practice. • Ensures organisational compliance with relevant WHS legislation and regulations, and compliance with related YMCA WHS and Incident policies, procedures, and work practices. • Provides strong and consistent supervision in the maintenance of safe workplace environments within the frontline area. • Consistently communicates that staff, volunteers, clients, and visitors are personally and collectively responsible for working and acting safely, including adhering to YMCA WHS policies, procedures and practices.

Key Relationships

Reporting to:	Centre Manager
Direct Reports:	Customer Care Officers
Key Internal Relationships:	Head of Sport & Recreation YMCA South Australia staff and volunteers YMCA staff nationally
Key External Relationships:	City of Marion employees Community groups Patrons and key stakeholders of YMCA South Australia
Safeguarding Category	Non-Child-Facing Role

Selection Criteria

Qualifications and Licences – Essential

- National Police Check (NPC) (must be within 6 months of issue date).
- International police check (for applicants who have worked overseas in the last 5 years).
- DHS South Australian Employment Working with Children Check (WWCC).
- (HLTAID003) Provide First Aid or equivalent.
- (HLTAID001) Provide CPR or equivalent.

Qualifications and Licences – Desirable

- Food Handlers Certificate.

Knowledge and Experience – Essential

- Minimum 2 years' experience within the health and fitness industry, hospitality industry or equivalent.
- A strong and inspiring leader of people who will support teams to achieve YMCA Vision, Mission and Goals.
- Excellent interpersonal skills and highly developed communication skills.
- Assigns clear accountability and ensures continuous improvement.
- Research and investigation skills.
- Proven capability to build strong and positive relationships with key stakeholders, including consultation and engagement to maximise outcomes.
- Ability to maximise participation and financial return to the YMCA.
- Fosters a learning environment embracing diverse abilities and approaches.
- Ability to problem solve and create solutions.
- Experience in management of boutique wellness service offerings.

Personal Attributes

- Demonstrates a commitment to the YMCA's mission and can role-model the "Y Factor" to others.
- Creates a fun and exciting work atmosphere that is hardworking, and goal orientated.
- Demonstrated ability to work effectively both independently and as part of a team.
- Creates a welcoming atmosphere by engaging all people in a friendly and approachable manner.
- Works as part of a team and shows professionalism.
- Punctual in both attendance on shift and attendance at staff meetings.
- Promptly responds to customers' needs or concerns.
- Recognises and acts on the need for support and will accept and delegate responsibility when required.

- Models, demonstrates, and teaches positive values like caring, honesty, respect, and responsibility.
- Maintains high standards of presentation and personal grooming.

Safeguarding Children and Young People

For young people to be inspired, they must Feel Safe and Be Safe. As part of our Safeguarding Strategy at the Y, we have developed our Safeguarding Framework which aspires to ensure that all Children and Young People are safe and feel safe at the Y, in their families and in their communities.

Our Safeguarding Framework aims to develop:

- A safe culture nationally which empowers Children and Young People by promoting Children and Young Person focused leadership and governance.
- Safe operations to ensure Y People have the right policies, processes and practices to keep Children and Young People safe; and
- Safe environments at the Y and in communities which empower Children and Young People to thrive.

All Y People are integral to ensuring the implementation of our Safeguarding Framework across the Y. Y People in Direct Contact Roles will do this by:

- Upholding the rights of and always acting in the best interest of Children and Young People.
- Fulfilling your responsibilities under safeguarding legislation within your State, including declaring anything you become aware of through the course of your engagement with the Y which a reasonable person would consider could impede your suitability to have contact with Children and Young People.
- Supporting your colleagues, supervisors and/or direct reports to understand their responsibilities under safeguarding legislation.
- Participate in all required Safeguarding Children and Young People training for your role.
- Report any suspicions, concerns, allegations or disclosures of alleged child abuse or neglect in line with policies and procedures.
- Actively participate and contribute to continuous improvement of Safeguarding policies, procedures and practices.
- Maintaining appropriate vetting checks including, but not limited to, Working with Children Checks (or equivalent), National Police Check and International Police Check (as required).
- Support the facilitation of safe operations to ensure Y people have the right policies, processes, and practices to keep children and young people safe.
- Speaking up about any safeguarding risks and/or concerns to ensure that you are supporting the continuous improvement of our spaces and safeguarding practice.
- Complete appropriately detailed risk assessments to address any vulnerabilities to children and young people as required.
- Empower all children and Young People to have a voice particularly in matters that affect them.
- Actively educate, promote and advocate the protection and safety to all children and young people, families and their communities.

Work Health and Safety

You will be required to:

- Familiarise yourself with all policies, procedures, and work practices of YMCA South Australia.
- Maintain currency of knowledge in relation to work health and safety.
- Maintain a working knowledge and understanding of your centre's Emergency Action Plan.
- Take responsibility for your own health and safety and the safety of the work environment.
- Ensure that your actions and omissions do not adversely affect the health and safety of other persons.
- Comply with all reasonable instructions in relation to work health and safety, including YMCA South Australia's policies and procedures as amended from time to time.
- Assist YMCA South Australia to provide an inclusive workplace by adhering to YMCA South Australia's Access and Inclusion Policy and applicable equal opportunity laws as amended from time to time.
- Inform your manager of any issues or concerns that may affect your ability to perform your role safely.
- Promote a positive safety culture by contributing to the health and safety consultation, communication, and action.
- Respond to plant and building emergencies and act as chief warden in an emergency evacuating the Centre if required.

Approval of Position Description

Date created or revised:	October 2026
Approved by:	Craig Hortin | Head of Sport & Recreation

Acknowledgement of Incumbent

I acknowledge that I have read and understood the requirements of this position.

Name:	
Signature:	
Date:	