



## Job Description and Selection Criteria

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### Role Title

ACTTAB Band 1 - Branch/On-Course Customer Service Officer (casual position)

### Reports to

Co-ordinator On-course and Field Services

### Purpose of the Role

To deliver consistent and quality customer service at branch and/or on-course cash sales outlets through the efficient selling of bets using ACTTAB's point of sale systems and the provision of information to customers, whilst adhering to ACTTAB's operating procedures, practices and standard guidelines.

### Duties

1. Provide consistent quality customer service in the efficient selling of cash bets and provision of information to branch or on-course customers.
2. Ensure correct operating procedures & practices are followed in the accurate placement of bets through ACTTAB's point of sale terminal for both manual and automated bet information capture.
3. Maintain up-to-date product and systems knowledge.
4. Analyse and interpret all relevant racing information and provide information to customers as appropriate.
5. Accurately undertake cash transactions and daily cash balancing procedures.
6. Log and report faults.
7. Handle customer queries and complaints in the first instance through effective problem solving and communication, maintaining a professional manner and representing the interests of ACTTAB and the business at all times. Refer difficult customer issues to a senior officer when necessary.
8. Maintain a safe and tidy work environment and public areas.
9. Maintain vigilance against, and report immediately, any indication of possible fraudulent practices or problem gambling.
10. Adhere to security and other operating procedures as required.
11. Contribute toward a team-focused environment and continuous improvement initiatives as appropriate.

## Selection Criteria

**Each position within ACTTAB has a set of selection criteria. Applicants are required to briefly address each of the criteria in their written application:**

1. Ability to operate efficiently and accurately with cash handling responsibilities in a pressured customer service environment.
2. Ability to develop a working knowledge and sound understanding of the racing industry and ACTTAB operations.
3. Excellent customer service skills and the ability to communicate effectively with a diverse range of customers, and to respond efficiently and professionally to customer complaints.
4. Demonstrated experience working with computer and keyboard applications, preferably with transaction based operating systems.
5. Availability to work casual weekend day and evening shifts as required, with some flexibility to work at short notice.

## Position Competencies

Each position within ACTTAB has an individual competency profile comprising a set of relevant general and job specific competencies. The competencies are extracted from the Australian Qualifications Framework, and underpin the performance requirements of the position. Performance against competencies is considered for salary progression on an annual basis, under the ACTTAB Performance Management Scheme.

### General:

1. PSPGOV201B Work in a public sector environment
2. PSPGOV202B Use routine workplace communication techniques
3. PSPGOV208A Write routine workplace materials
4. PSPGOV301B Work effectively in the organisation
5. PSPGOV302B Contribute to workgroup activities
6. PSPGOV309A Address client needs
7. PSPOHS201B Follow workplace safety procedures

### Specialist:

8. PSPGOV206B Handle workplace information
9. THHBG02B Operate a TAB outlet (3)
10. THHGFA01B Process financial transactions (3)
11. WRRM2B Perform routine housekeeping duties (2)