

MY ROLE

Position Title:	Customer Service Officer
Worksite:	Melbourne
Department:	Terminal Services
Role reports to:	Terminal Services Manager
Reports to role:	Nil
Authorised by:	Chief Operating Officer
Date Prepared:	August 14, 2009
Last Revised:	September 19, 2012

1. General Position Overview

The role of the Customer Service Officer (CSO) has three main objectives:

- Deliver high quality customer service
- Prepare and assist in the coordination of voyage material
- Ensuring effective and punctual operations resulting in on time departures

2. Role Environment

The role is based at Company's operation in Devonport or Melbourne, Victoria. The role reports directly to the Terminal Services Manager in each location.

3. Key Responsibilities

- The CSO will be responsible for assisting with the preparation and co-ordination of matters relating to vessel loading and departure.

4. Key Accountabilities

- Ensuring effective and efficient operations resulting in on time departures whilst producing timely and accurate information
- Provision of high quality customer service resulting in satisfied passengers and clients, in accordance with the Terminal Services Procedures Manual

5. Qualifications

No formal qualifications are required by incumbents must have a very good knowledge of MS Word and Excel.

6. Experience

- It is desirable that the incumbents have Tourism and Hospitality Industry experience and/or Customer Service experience.
- It is also desirable that incumbents have experience with cash handling/EFTPOS.

7. Competencies

- High level customer service

8. Attributes

- Time management and organisational skills
- Excellent written and oral communication skills
- A close attention to detail and presentation
- Strong problem solving skills
- The ability to effectively manage competing priorities

9. Common Standards

As an employee of TT-Line Company Pty Ltd you are required to meet a number of common standards of behaviour, accountabilities and outcomes which include but are not limited to:

- Reinforce correct safety behaviours, report all hazards and incidences
- Comply with all safe work practice
- Take responsibility for your own safety and that of others
- Maintain a comprehensive knowledge and comply with company policies
- Ensure that you do not harass, victimise, discriminate against, vilify or bully any other employee or anyone else that you interact with in the course of your employment
- Manage your own performance to ensure that you meet the ongoing requirements of your role
- Ensure that your personal behaviour is consistent with company values and the company code of conduct at all times.