

Task List - Springvale Customer Service Centre

Assigned to	Task	Completed by
	Opening the centre	
S1	Swipe front door for access into building	Daily
	Disarm alarm if first in	Daily
	Retrieve key from Key safe located next to main door lock	Daily
	Open Customer Service Door with key	Daily
	Turn On Lights	Daily
	Count Float and Log in	Daily
	Front door opened at 8.30am	Daily
	Previous day banking to be ready for courier - (checked and bank sheet completed as far as possible)	Daily
	Attach bank butts to relevant balance sheets (Delegate if Necessary)	Daily
	File daily cut off envelope in archive box (Delegate if Necessary)	Daily
	Front door shut at 5.00pm (Delegate if Necessary)	Daily
	Place Scanned documents in internal envelope attention Records and put in mail bag	Daily
	Scan Incoming Items Sheet to CSS even if no items have been received, then file in daily cut off envelope	Daily
	Check all monies locked in safe	Daily
	Lights off when leaving - usually S1 and S3 leaving together	Daily
	Lock Customer Service Door with Key (From Key Safe)	Daily
	If no functions in Meeting Rooms lock front door and return key to key safe	Daily
	Arm alarm and leave building	Daily
	Hall Hire will advise if there is a function, If there is just lock Customer Service door and leave building	Daily
S2	Swipe front door for access into building	Daily
	Disarm alarm if first in	Daily
	Retrieve key from Key safe located next to main door lock if first in	Daily
	Open Customer Service Door with key if first in	Daily
	Lights on if first in	Daily
	Count float and log on to phones	Daily
	If using spare headset - log to be completed and headset returned to box at end of day	Daily

	Refer anything unsure about to Co-ordinator	Daily
	Balance at 4.25pm and have money counted and checked before leaving	Daily
S3	Count float and log on to phones don't open front journal unless advised to	Daily
	If using spare headset - log to be completed and headset returned to box at end of day	Daily
	If unsure of anything refer to Co-ordinator if available - otherwise refer to Supervisor	Daily
	Lights off and lockup with S1	Daily
All	Take breaks as close as possible to allocated times whilst using discretion re adequate coverage	Daily
	Clean/tidy desk and log off computer and phone before leaving	Daily
	Be supportive and mindful of helping each other where appropriate at relevant centre	Daily
	Clean Dishes and put away, check you're not leaving food in the fridge before leaving	
Co-ordinator	Spare headset availability to be checked and followed up with relevant team member	Weekly
	Ensure centre is clean/tidy and ready for next Co-ordinator at end of each roster	Monthly
	Monthly stationery order done in first week of roster	Monthly
	Forward monthly archive box to Call Centre at end of month	Monthly
	Test alarms each roster	Monthly
	Ensure all brochures are up to date and order as required	Weekly
	Overall responsibility for smooth running of centre as per role Statement	Daily
	Delegation of above duties and any other duties as required	Daily
	Cat trap Register Audit every Monday	Weekly