

## SOUTHERN GRAMPIANS SHIRE COUNCIL POSITION DESCRIPTION

### Position Details

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Title:	Leisure Services Officer   Customer Service
Classification:	Band 3
Position Number:	133.7
Directorate:	Wellbeing, Planning & Regulation
Business Unit:	Community Wellbeing
Reports to:	Customer Experience Coordinator

### Our Vision and Values

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#### Vision

Thriving Community, Limitless Opportunity

#### Values

Raise the Bar

Create Brilliance Together

Dream Boldy, Change Bravely

Integrity in Every Step

#### Child Safety

Southern Grampians Shire Council is a child safe organisation committed to the Victorian Child Safe Standards by:

- providing an environment where Aboriginal children and young people can express their culture and enjoy their cultural rights
- having a zero tolerance approach to child abuse
- having a zero tolerance approach to racism and an expectation that staff and volunteers will act on incidents of racism

### Position Summary

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The Leisure Services Officer – Customer Service is a multi-skilled position that contributes to the efficient and effective operation of Hamilton Indoor Leisure & Aquatic Centre and the Shire's Outdoor Pools. This position ensures a smooth patron journey and includes a range of

administrative, cash handling and customer experience tasks to accommodate daily operations. A high level of customer service skills are required for this role.

### **Key Responsibilities**

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#### **General**

- Providing excellence in customer service to internal and external customers over phone, online, in person and through HILAC Client Management System.
- Actively cross promote HILAC's programs and services to patrons
- Maintaining the presentation of work areas to agreed standards
- Ensuring accurate recording and reporting of all accidents, incidents, and customer feedback/complaints
- Completing all required administrative functions efficiently and effectively
- Daily banking and cash handling
- Assist the team in meeting Key Performance Indicators for Customer Service and Café areas including implementation of HILAC Customer Experience Framework
- Carry out other duties as deemed reasonable and appropriate to the role as directed from time to time

#### **Customer Service**

- Operating the centre's point of sale, and database, systems
- Operating the café/kiosk, including Barista, preparing, and selling food
- Receiving and ordering of stock and merchandise

### **Extent of Authority**

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- Directly responsible and accountable to the Customer Experience Coordinator
- Accountable for ensuring the safety of patrons
- Accountable for ensuring the security of the facility
- Accountable for implementing Emergency Procedures if and when required
- Responsible for the cleaning of the facility in accordance with facility procedures
- Responsible for carrying out First Aid within guidelines and when required
- Required to contribute to the development of organisational procedures and systems as they relate to customer service and café areas
- Commit to and adhere with Child Safety standards and Council's requirements

### **Judgement and Decision Making**

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- Procedures to be followed are clearly documented and well understood

- Guidance and advice always available from within the Organisation

### Specialist Skills and Knowledge

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- Level 2 First Aid Certificate
- Pool Lifeguard (*or willing to obtain/desirable*)
- Knowledge and understanding of the public aquatic facility and leisure industry and associated policies/procedures

### Management Skills

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- Skills in managing time, setting priorities and planning own work within a timetable
- Ability to supervise patrons, observing Occupational Health and Safety and Risk Management protocols at all times
- Ability to weigh up options and make logical decisions
- Ability to assist in coordination of the use of the facility by different user groups
- Ability to supervise groups under the Officer's control
- Will comply with systems and policies to ensure a safe work environment by:
  - Taking reasonable care for their own health and safety and the health and safety of others within the workplace and co-operate with Council with respect to any action taken to comply with a requirement of the OHS Act
  - Not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health, safety or welfare
  - Contribute to OHS consultation processes
  - Prompt reporting of hazards and incidents

### Inter-personal skills

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- An ability to communicate effectively with diverse groups such as schools, community/user groups and members of the public
- The ability to work both independently and as a part of a team

### Compliance with Legislation and Policies

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- Adhere to all current relevant codes of conduct and legislative requirements including:
  - Southern Grampians Shire Council Policies and Procedures
  - Southern Grampians Shire Council Staff Code of Conduct
  - Privacy and Data Protection Act 2014 (Vic)
  - Equal Opportunity Act 2010 (Vic)

- Occupational Health and Safety Act 2004 (Vic)
- Government/Industry Codes of Conduct
- The Southern Grampians Shire Council Enterprise Agreement
- The Municipal Emergency Management Plan
- Demonstrate a commitment to risk management principles and practices, and also maintain a safe environment for staff and the community
- Responsible for ensuring the security of Council's assets under the Officer's control
- Remain compliant with the requirements of the Occupational Health and Safety Act 2004 (Vic), and contribute to the health, safety, and wellbeing of Council employees by:
  - Co-operating with Council with respect to any action taken to comply with a requirement of the OHS Act 2004

### Qualifications and Experience

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- Level 2 First Aid Certificate
- Pool Lifeguard *(or willing to obtain/desirable)*
- Current Working with Children Check

### Key Selection Criteria

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The employee will demonstrate the following:

- Excellent verbal communication and customer service skills
- Demonstrated ability to work harmoniously in a team environment
- Current first aid Certificate essential
- Computer Skills and experience in Microsoft Office suite and Client Management Systems
- Working With Children Check essential
- Previous experience in customer service (desirable)

### Agreement

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I, \_\_\_\_\_ have read and understand the objectives and conditions of the above mentioned role.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_