THE CITY OF
GREATER GEELONG

Position Description

WORKING TOGETHER FOR A THRIVING COMMUNITY

CITY OF GREATER GEELONG

POSITION TITLE:	**Leisure Services Officer**
POSITION NUMBER:	Multiple
DIVISION:	City Life
DEPARTMENT:	Swim, Sport and Leisure
CLASSIFICATION:	Band 2C (casual) | Band 3A-D
REPORTS TO:	Relevant Centre Coordinator
DIRECTLY MANAGES:	N/A
INTERNAL LIAISONS:	Swim Sport & Leisure staff
EXTERNAL LIAISONS:	Venue customers, suppliers, tenants and user groups, community groups, sporting clubs, members of the public and contractors
DATE:	August 2026

POSITION OBJECTIVES:

Our Leisure Services Officers work in any or all customer service areas including aquatics, reception, gym, sports coaching, golf courses, stadiums and events. They contribute to the efficient and effective operation of the Venue on a commercially viable basis through the provision of high-quality customer service, positive participation as a member of the team, and the completion of administrative tasks and general operational duties as required. They also ensure a safe and enjoyable experience for all visitors by upholding Venue conditions of entry, terms and conditions, and all relevant policies and procedures (including Watch Around Water at aquatic facilities).

POSITION RESPONSIBILITIES:

Key Responsibilities:

General (applicable to all roles)

- Provide professional, timely and quality service to customers and ensure the venue maintains outstanding presentation throughout operations.
- Liaise with venue management and venue staff to ensure the smooth and effective running of the venue's operational requirements or event specific requirements.
- Complete reception and administrative tasks accurately and efficiently.
- Perform venue cleaning tasks as required to maintain venue presentation and ensure safe handling of all cleaning chemicals/products.
- Maintain a professional standard of personal presentation at all times, including adherence to uniform requirements and appropriate grooming expectations.
- Maintain all required skills, qualifications, and registrations. Complete all mandatory training and professional development as required by SSL and the City.
- Provide first aid and emergency response within the scope of your training,
- Set up, inspect and pack down equipment/furniture for programs and events as required.

- Adhere to all Council's policies and procedures relevant to this position.
- Carry out other duties as deemed reasonable and appropriate to the role as directed from time to time

Customer Service / Reception

- Conduct customised facility tours, identify customer needs and actively promote and sell appropriate memberships.
- Assist with the promotion, ticketing and sales of Swim Sport & Leisure competitions, programs, services, events, and activities.
- Maintain merchandise displays by replenishing stock as needed.
- Perform periodic facility checks to ensure spaces are used only by confirmed bookings and paying casual hire customers.

Lifeguard

- Provide supervision, education and care in line with the Guidelines for Safe Pool Operations (GSPO) and maintain ongoing compliance with all current GSPO requirements.
- Ensure continuous coverage of your assigned area by coordinating with another qualified lifeguard whenever you need to step away from active surveillance.
- Promote a safe, enjoyable environment through prevention and patron education.
- Provide first aid and emergency care including performing water rescues.
- Complete required administrative documentation, including first aid and hazard identification reports.

Learn to Swim (LTS)

- Instruct and assess students in the Webstar Swim School program.
- Provide supervision, education, and care in accordance with the Guidelines for Safe Pool Operations.
- Engage with and provide feedback to members.
- Liaise with relevant Coordinator, Team Leader and Learn to Swim Officer to ensure the smooth and effective running of the Webstar Swim School program.
- Undertake a variety of tasks as required, including supporting other Learn to Swim Instructors with daily operational activities.

Gym

- Provide safe, timely and effective instruction within the gymnasium.
- Screen and assess participants to design and prescribe individual programs with a diverse range of exercises and activities.
- Engage customers on the gym floor, actively promote and book program appointments, and maintain an effective client retention system.
- Deliver scheduled gym floor sessions as required.

Coaching

- Organise and deliver games/activities in a safe manner and ensure they are age appropriate and inclusive for all.
- Liaise with relevant Coordinator to ensure the smooth and effective running of sports coaching and instructing programs.

Event Staff

- Prepare, set up and pack down the venue and associated facilities prior to and post events, functions, and bookings as well as liaising with general labourers, event organisers, staff and/or volunteers.
- Assist with ticketing operations including but not limited to box office sales, access control & ushering.
- Provide food and beverage services, including but not limited to, preparation and/or sale of meals, snacks, catering and/or beverages as required.

Stadiums Staff

- Prepare, set up and pack down the venue and associated facilities prior to and post bookings and events, to ensure a seamless transition between activities within the venue.
- Maintain merchandise displays by replenishing stock as needed.
- Perform periodic facility checks to ensure spaces are used only by confirmed bookings and paying casual hire customers.
- Provide food and beverage services, including but not limited to, preparation and/or sale of meals, snacks, catering and/or beverages as required.
- Assist with venue entry operations including but not limited to ticketing and entry sales, access control & ushering.
- Assist with venue bookings as required and directed by supervisors including assisting with inbox enquiries and phone calls.

Party Host

- Liaise with shift supervisor to ensure the smooth and effective running of the service.
- Setting up and packing up of designated eating area; including cleaning duties.
- Deliver games/activities in a safe and fun manner and ensure they are age appropriate in accordance with venues procedures.

Belmont Market

- Assist with the setup and pack down of the market operations each day.
- Ensure the market site & supporting venue facilities maintain outstanding presentation and complete site safety checks.
- Provide timely and quality service to customers, assist processing stallholder's payments and allocations of stalls via the markets booking system.
- Liaising with staff as required in relation to market day operations, assisting to complete daily operational tasks as listed on run sheets.
- Periodic checks of the market site to ensure only confirmed bookings and paying casual stallholders are trading and that all stallholders and visitors are aware of and adhere to the markets conditions of entry, terms of conditions as well as policies and procedures.

Golf Course

- Make a positive contribution to the successful operation of the Golf Course.
- Assist in the promotion of the Golf Course and take bookings as required.

Values:

Our values represent who we are and who we aspire to be. They are the tools to create the workplace culture we want. We are all accountable for this.
Visit our website to read more about the City of Greater Geelong, our values, and our vision and strategy.

Risk Management and Occupational Health & Safety Responsibilities:

- Understand and comply with Council OHS policies, procedures and legislative requirements relevant to the position.
- Perform work in a safe and appropriate manner.
- Ensure behaviour does not discriminate, bully or harass others.
- Take responsibility for own safety and that of others.
- Proactively report any incidents, injuries, hazards or unsafe work practices.

The following general physical and functional requirements may apply to this position. Specific physical requirements will be attached if applicable.

- Manual handling tasks.

- Prolonged periods of, but not limited to, sitting or standing at the computer, standing or walking while supervising visitors on the gym floor or pool deck, working in hot or cold environments, e.g., Lifeguarding on hot days or in inclement weather.
- Regular keyboarding associated activities.
- Long / short distance travel between sites.
- Dealing with difficult clients and situations.
- Demanding deadlines.

CHILD SAFE:

City of Greater Geelong is committed to being a child safe organisation and has zero tolerance for child abuse. The focus of our work is on children under the age of 18. We recognise our legal and moral responsibilities in keeping children and young people safe from harm and promoting their best interests. We have specific policies, procedures, and training in place to support employees, volunteers and contractors to achieve these commitments. We create environments where all children have a voice and are listened to, their views are respected and they contribute to how we plan for, design, and develop our services and activities.

We are committed to:
1. Preventing child abuse occurring within our services, programs, and facilities.
2. Creating an organisational culture of child safety.
3. Setting clear expectations of employees, volunteers, and contractors as to what is required to keep children safe.
4. Ensuring employees, volunteers and contractors are clear about their responsibilities when they suspect abuse of a child.
5. Ensuring all suspected abuse is reported and fully investigated.

DIVERSITY AND INCLUSION:

City of Greater Geelong recognises the value of the diversity and strength of Aboriginal and Torres Strait Islander cultures to the heritage of all Australians and encourages Aboriginal and Torres Strait Islander people to apply.

KEY SELECTION CRITERIA:
Qualifications:

Must be flexible to meet the demands of the Swim Sport & Leisure venues. These roles may require working mornings, evenings, and weekends, and require excellent customer service, strong written and verbal communication skills, and the ability to build positive relationships with staff and clients.

- **Customer Service/Reception:** Working with Children Check, CPR. Provide First Aid would be advantageous.
- **Lifeguard:** Working with Children Check, Provide First Aid, and Pool Lifeguard Certificate.
- **Learn to Swim:** Working with Children Check, CPR, Swim Teaching Certificate plus relevant extension courses.
- **Gym:** Working with Children Check, Provide First Aid, CPR and Certificate III in Fitness (or greater). Industry Registration is preferred.
- **Coaching:** Working with Children Check, Provide First Aid, relevant coaching accreditation, registration (as required) and experience.
- **Event Staff:** Relevant hospitality qualification or experience.
- **Stadiums Staff:** Working with Children Check, Provide First Aid, CPR

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- The efficient, effective, and quality output of the Venue as a whole, by providing direct support and assistance to the Centre Manager in accordance with Venue procedures, customer needs and nominated timeframes.
- The freedom to act is governed by the procedures and objectives of the Venue with regular reporting to the appropriate coordinator.
- It is the responsibility of the staff member to monitor the validity of required qualifications and update these where necessary.
- Accountable for creating and capturing accurate and complete records of the business activities related to this position, in accordance with approved policy and procedures. This is applicable to both hardcopy and electronic information, including email.

JUDGEMENT AND DECISION MAKING:

- Work is performed according to specific guidelines and procedures under general supervision. Guidance and advice are readily available.
- Tasks performed may involve selection from a limited range of existing systems, equipment and processes in a defined range of recurring work situations.

SPECIALIST SKILLS AND KNOWLEDGE:

- Positive attitude.
- Commitment to service ethic and personal service excellence.
- Ability to use personal computer including word processing, point of sale systems and spreadsheet software.
- Well-developed customer service skills including personal and telephone reception.
- Ability to complete administrative procedures.
- Knowledge and understanding of aquatic, health and fitness, and sporting industry.
- Skills in cash handling at point of sales.
- Commitment to ongoing training and development.

MANAGEMENT SKILLS:

- Efficient and effective planning and use of own time to achieve specific and set objectives with the resources available and within set time frames.
- Ability to initiate and recommend to Centre Manager improvements to work instructions and procedures throughout the Swim Sport & Leisure Venues.
- Ability to handle difficult customers and stay calm in emergency situations.

INTERPERSONAL SKILLS:

- Strong customer and community focused attitude.
- Good communication skills of an order sufficient to effectively communicate orally and in writing with Venue customers, Council employees, members of the public, and suppliers.
- Ability to deal pleasantly, clearly and tactfully with diverse members of the public and staff, both in person and over the phone.
- Ability to work as part of a team.

ADDITIONAL INFORMATION:

- This position will be required to work on a casual and/or unexpected basis and require availability to work mornings, evenings, weekends and some public holidays.
- Work location may vary within the municipality as required, (including Bellarine Aquatic & Sports Centre, Kardinia Aquatic Centre, Lara Aquatic Centre, Leisurelink, Splashdown, North Bellarine Aquatic Centre, Norlane ARC (Aquatic Recreation Centre), Leisuretime Sports Precinct, Barwon Valley Activity Centre, Tarratarra Stadium, Waurn Ponds Sporting Complex, Council operated golf courses.