

# Position Description

WORKING TOGETHER FOR A THRIVING COMMUNITY



<b>POSITION TITLE:</b>	<b>Leisure Services Officer</b>
<b>POSITION NUMBER:</b>	
<b>DIVISION:</b>	City Life
<b>DEPARTMENT:</b>	Swim, Sport and Leisure
<b>CLASSIFICATION:</b>	Band 2C (casual)   Band 3A-D
<b>REPORTS TO:</b>	Relevant Centre Coordinator
<b>DIRECTLY MANAGES:</b>	N/A
<b>INTERNAL LIAISONS:</b>	Leisure staff
<b>EXTERNAL LIAISONS:</b>	Centre customers, suppliers, tenants and user groups, community groups, sporting clubs, members of the public and contractors
<b>DATE:</b>	September 2024

## POSITION OBJECTIVES:

Our Leisure Services Officers work in any or all the customer service areas of aquatics, reception, gym, programs, coaching, competitions, activities, golf courses, food and beverage, café and/or events. They contribute to the efficient and effective operation of the Centre on a commercially viable basis through the provision of quality service to the Centre's customers, as well as positive participation as a member of the team.

## POSITION RESPONSIBILITIES:

### Key Responsibilities:

#### General

- Provide a high level of service to internal and external customers.
- Make a positive personal contribution to successful operation of the Centre.
- Maintain a high standard of personal presentation with regards to both uniform and grooming.
- Maintain a safe and clean environment including carry out cleaning duties as required.
- Assist in administering first aid and emergency care.
- Assist with administration duties as required.
- Maintain a 'safe and enjoyable experience' for all visitors by ensuring that all patrons follow our centres conditions of entry, terms of conditions, centre policies and procedures (such as Watch Around Water).
- Maintain appropriate skills, qualifications and registrations for the duties and roles undertaken as outlined in the key selection criteria.
- Checking, setting, and packing up of furniture and equipment.
- Attend and participate annual Emergency Response training.
- Liaise with labour hire employees and/or contractors to complete relevant works.
- 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.
- Attend training and maintain qualifications in line with peak industry body recommendations/guidelines.

- Attend professional development sessions as directed by The City.

### Reception

- Provide timely and quality service to customers.
- Perform timely and quality completion of reception and administrative functions.
- Promotion and sales of Leisure Centre programs, services, and memberships.
- Assist in promotion, event ticketing and sales of Recreation venue competitions, programs, services, events, and activities.
- Merchandise and retail area stock and displays.
- Periodic checks of facilities to ensure only confirmed bookings and paying casual hire customers are using them.

### Lifeguard

- Provide a standard of supervision, education and care which is in accordance with the Guidelines for Safe Pool Operations
- Maintain compliance with current Guidelines for Safe Pool Operations.
- Ensure area of responsibility is covered by another qualified lifeguard when required to be away from active scanning.
- Provide first aid and emergency care.
- Perform water rescues.
- Facilitate a safe and enjoyable environment through prevention, patron education and safety.
- Regular safety checks of isolated area's as per deployment plan. These include patrons using saunas.
- Periodic checks of saunas and spas to ensure only members and paying casuals are using them.
- Completion of administrative reports as required, including first aid reports and hazard identification reports.

### Learn to Swim (LTS)

- Instruct and assess students in Leisure Services 'Learn to Swim' programs.
- Provide a standard of supervision, education and care which is in accordance with the Guidelines for Safe Pool Operations.
- Maintain compliance with current Guidelines for Safe Pool Operations.
- Engage with and provide feedback to parents.
- Liaise with relevant Coordinator and Learn to Swim Officer to ensure the smooth and effective running of Leisure Services 'Learn to Swim' programs.

### Learn to Swim Program Assistant

- Assist instructors with daily operations (i.e., assessments, lane allocation, equipment).
- Provide a standard of supervision, education and care which is in accordance with the Guidelines for Safe Pool Operations.
- Maintain compliance with current Guidelines for Safe Pool Operations.
- Engage with LTS customers/families to ensure a positive experience.
- Instruct students in Leisure Services 'Learn to Swim' programs, as required.
- Liaise with relevant Coordinator and Learn to Swim Officer to ensure the smooth and effective running of 'Learn to Swim' programs.

### 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.
- Provide a standard of supervision, education and care which is in accordance with the Guidelines for Safe Pool Operations.
- Maintain compliance with current Guidelines for Safe Pool Operations.
- Liaise with café staff.
- Engage with parents and the children.
- Organise and actively participate in party games/activities.

- Deliver games/activities in a safe and fun manner and ensure they are age appropriate.

### Gym

- Provide safe, timely and effective instruction in the gymnasium.
- Screen and assess participants to develop and prescribe individual programs incorporating a diverse range of exercises and activities.
- Engage Customers on the gym floor and maintain an effective client retention system.
- Deliver timetabled gym floor sessions as required.

### Coaching/Referee

- May involve various aspects of coaching and/or refereeing, across various sports and activities relevant to the venue.
- Organise and deliver games/activities in a safe manner and ensure they are age appropriate and inclusive for all.
- Instruct students in Leisure and Recreation Services programs.
- Liaise with relevant Coordinator to ensure the smooth and effective running of coaching and instructing programs.

### Competitions & Programs

- Develop, deliver and supervise clients in internal based competitions and/or programs.
- Ability to plan and organise an annual calendar of competitions, programs and events.
- Provide a safe and enjoyable environment through prevention, patron education and safety.
- Regular safety checks of all equipment, playing facilities and surrounding areas.
- Engage participants and supporters in competitions and/or programs to maintain an effective client retention system.
- Build and maintain positive and professional working relationships.

### Food & Beverage Services

- Provide food and beverage services, including but not limited to, preparation and/or sale of meals, snacks, catering and/or beverages.
- Ensure food safety standards are met and associated daily tasks are completed.
- Provide timely and quality service to customers and ensure the food and beverage operations maintain an outstanding presentation standard.
- May assist with daily operations (*i.e. casual hire, booking allocations, equipment hire & competition fees*).
- Ensure food and beverage stock and other point of sale merchandise levels are fully stocked ensuring storeroom stock is rotated and kept to appropriate levels.
- Assist with monthly stocktake requirements as directed.
- Provide high level service in licensed beverage facility service, products, and operations.
- Staff working in a licenced premises are required to hold a Responsible Services of Alcohol Certificate.

### Event Staff

- Liaise with venue management and venue staff to ensure the smooth and effective running of the venue's operational requirements or event specific requirements.
- Provide professional, timely and quality service to customers and ensure the venue maintains outstanding presentation throughout events and/or functions.
- 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.

### 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.

#### Cleaning

- Ensure safe handling practices are used in relation to cleaning chemicals and procedures as well as in the use of specialist equipment.
- Ensure the venue & its supporting facilities maintain outstanding presentation by completing the day to day operational cleaning, service, and minor maintenance requirements of the venue.
- Work within all Council health and safety policies and procedures and wear/use personal protection equipment (PPE) provided.
- Liaise with venue management and venue staff to ensure the smooth and effective running of the venues operational or event specific cleaning requirements.

#### 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.

#### Hall Attendant

- Present halls to prospective hirers and develop positive relationships.
- Set up facilities for functions in consultation with the hirers to meet their requirements.
- Display a positive contribution in undertaking daily general cleaning duties including toilet cleaning and removal of rubbish.
- Appropriate cleaning and disinfection of kitchen and food preparation areas to meet food handling requirements.
- Operation of cleaning equipment, including floor scrubbers and polishers.
- General maintenance of facilities, ensuring they are maintained in a safe and proper condition for public use.
- General maintenance and cleaning of community buses.
- Control stock of equipment, tables and chairs.
- Carry out other duties as deemed reasonable and appropriate to the role as directed from time to time.

#### **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.

- Respect and encourage each other.
- Create a healthy and safe environment for all.
- Embrace new ideas and better ways to work.
- Make people the centre of our business.

#### **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, 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 Leisure and Recreation Centres. The position may involve morning, evening, and weekend work.

Excellent customer service skills.

Good written and verbal communication skills and ability to build relationships with staff and client groups.

- Reception: Working with Children's Check, Police Check, CPR. Level 2 First Aid would be advantageous.
- Lifeguard: Working with Children's Check, Level 2 First Aid, and Pool Lifeguard Certificate.
- Learn to Swim: Working with Children's Check, CPR, Swim Teaching Certificate plus relevant extension courses.
- Gym: Working with Children's Check, Level 2 First Aid, and Certificate III in Fitness (or equivalent). National Registration is preferred.
- Coaching/Referee: Working with Children's Check, Level 2 First Aid, relevant coaching accreditation, registration (as required) and experience.
- Food and Beverage: Relevant hospitality qualification or experience, including Barista services.

- Event Staff: Relevant hospitality qualification or experience.
- Hall Attendant: Current Victorian Drivers Licence, Working With Children's Check.

#### **ACCOUNTABILITY AND EXTENT OF AUTHORITY:**

- The efficient, effective, and quality output of the Centre as a whole, by providing direct support and assistance to the Centre Manager in accordance with Centre procedures, customer needs and nominated timeframes.
- The freedom to act is governed by the procedures and objectives of the Centre 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 Leisure and Recreation Centres.
- 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 Centre 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.

#### **QUALIFICATIONS AND EXPERIENCE:**

- Experience in a customer focused environment is desirable.
- Experience in working in the leisure and recreation services industry is desirable.

**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, Council operated golf courses).