

LEISURE SERVICES OFFICER – Customer Service

CLASSIFICATION: Band 3
OCCUPANT: Vacant
DATE: March 2024

POSITION CONTEXT & OBJECTIVE(S):

The Leisure Services Officer is a multi-skilled position that contributes to the efficient and effective operation of AquaZone in a number of the following functional areas, dependant on skills and qualifications.

KEY RESPONSIBILITIES AND DUTIES:

- 1. General**
 - Providing a high level of service to internal and external customers.
 - Conducting client interactions through the centre's customer relationship management system.
 - Actively cross promote AquaZone'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.
- 2. Customer Service**
 - Responding to customer enquiries by phone or online.
 - 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.
- 3. Lifeguarding**
 - Supervision, rescues and emergency interventions in accordance with the centre's policies and procedures, RLSSA Guidelines for Safe Pool Operation and industry standards and practices.
 - Assisting in the coordination and regulation of pool space by patrons and user groups and ensuring allocated areas are clearly defined and marked with signage.
 - Undertaking regular supervisory circuits of the centre's water space and change facilities.
- 4. Fitness Instructor, Personal Trainer Group Fitness Instructor**
 - Assessment, development and delivery of individual fitness programs for club members.
 - Conducting group fitness classes.
 - Conduct personal training sessions.
 - Assisting in the development, promotion and running of fitness programs.
- 5. Learn to Swim**
 - Conducting learn to swim lessons for public and school groups.
 - Ensuring that lessons are delivered with minimal impact on other centre patrons through effective use of water space.
 - Liaising with parents and teachers.
 - Centre Operations
 - Conduct centre operation shifts when required.

KEY SELECTION CRITERIA:

All applicants are required to respond to the following bullet points in their application:

- Responding to customer enquiries by phone or online.
- 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.

The qualifications, skills and experience outlined in this position description are ideals to which the occupant will aspire. Unless

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specifically stated, they are not absolutely essential.

GENERAL EMPLOYMENT PROBITY CHECKS:

The incumbent must have and maintain a current Fit2Work (Police Records):

YES

The incumbent must have and maintain a Working with Children Check:

YES

ORGANISATIONAL RELATIONSHIPS:

Reports to:	Health & Fitness Team Leader, Membership Services Team Leader, Learn to Swim Team Leader, Pool Operations Team Leader
Supervises:	
Internal Contacts:	Other Council Staff
External Contacts:	Centre Patrons, Contractors and Community Groups

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 team leader.
- It is the responsibility of the staff member to monitor the validity of required qualifications and update these where necessary.

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.
- Uphold and enforce centre conditions of entry.

SPECIALIST KNOWLEDGE AND SKILLS:

- The ability to use computer systems including point of sale, member database and Microsoft Office.
- Well developed customer service skills including personal and telephone reception.
- The ability to complete administrative procedures.
- A knowledge and understanding of the aquatic/fitness industry.
- Cash handling at point of sale.
- Sound knowledge of overall function and organisation of the Centre and its staff.

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 supervisor improvements to procedures throughout the centre.
- Ability to handle difficult customers and stay calm in emergency situations.
- Ability to work under pressure and maintain a consistent approach to the public.

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INTERPERSONAL SKILLS:

- Ability to gain co-operation and assistance from members and guests.
- Ability to work in a team environment and work autonomously as required.
- 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.
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QUALIFICATIONS AND EXPERIENCE:

- Experience in a Customer Service or related role.
- Basic Computer Skills.
- Good written and verbal communication skills and ability to build relationships with staff and client groups.

Area specific

- Customer Service: Working with Children's Check, CPR would be advantageous Victorian Health Department food safety course.
- Lifeguard: Working with Children's Check, Level 2 First Aid and Pool Lifeguard Certificate.
- Learn to Swim: Working with Children's Check, CPR and Austswim Certificate.
- Gym: Working with Children's Check, Level 2 First Aid, Certificate IV in Fitness (or equivalent), National Registration (preferred).
- Crèche Assistant: Working with Children's Check, Level 2 First Aid.
- Personal Trainer: Certificate IV in Fitness (or equivalent)
- Group Fitness Instructor: Certificate III Fitness Instructor (or equivalent)

TERMS AND CONDITIONS OF EMPLOYMENT:

The Terms and Conditions in this Position Description are to be read in conjunction with the Warrnambool City Council Enterprise Agreement.

AGREEMENT:

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms & Conditions of Employment and I agreed to abide by the terms and conditions stipulated therein.

Name:	
Signature:	
Date:	

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