### LEISURE SERVICES OFFICER

**POSITION DESCRIPTION**

<table>
<thead>
<tr>
<th>POSITION NO:</th>
<th>1636</th>
</tr>
</thead>
<tbody>
<tr>
<td>CLASSIFICATION:</td>
<td>Band 3</td>
</tr>
<tr>
<td>OCCUPANT:</td>
<td>Vacant</td>
</tr>
<tr>
<td>DATE:</td>
<td>October 2015</td>
</tr>
</tbody>
</table>

### 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:

#### 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

#### 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

#### 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

#### 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

#### 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
Crèche Assistant
- Assisting in the implementation of a quality child care program including crèche and occasional child care for children in the 0 to 5 and 5 to 14 year age groups
- Ensure all practicable steps are taken to provide a safe environment for children using the child care program/s

Centre Operations
- Conduct centre operation shifts when required

KEY SELECTION CRITERIA:
Applicants should address the following in their applications:
1. Demonstrated point of sale and cash handling skills.
2. Demonstrated customer service skills.
3. Basic computer skills
4. Demonstrated experience working in a public aquatic facility.
5. Demonstrated experience in applying safe work practices and procedures in the workplace.

The qualifications, skills and experience outlined in this position description are ideals to which the occupant will aspire. Unless specifically stated, they are not absolutely essential.

HOURS OF DUTY:
You will be employed a minimum of 4 hours per week.

TENURE:
The tenure of this position is permanent part time

SALARY:

Base Rates
This position is classified by council as Band 3A and carries a current base salary range of $55,385 (inclusive of 9.5% employer superannuation) per annum (pro-rata). The calculated hourly rate will be $25.59 per hour plus superannuation.

Session Rates - Group Fitness Instructors /Personal Trainers
While a Group Fitness Instructor/Personal Trainer is undertaking a session with client/s (administration and preparation time excluded); the position will be paid at 1.5 hrs times the base rate.

ORGANISATIONAL RESPONSIBILITIES
The organisation responsibilities of this position are outlined in the “General Conditions of Employment” (attached to this position description).

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

Working with Children Check
✔ YES

OTHER DUTIES:
Responsibilities and duties included in this Position Description are subject to the Multi-skilling provisions of the Warrnambool City Council Enterprise Agreement.
**ORGANISATIONAL RELATIONSHIPS:**

<table>
<thead>
<tr>
<th>Reports to</th>
<th>Health &amp; Fitness Team Leader, Membership Services Team Leader, Learn to Swim Team Leader, Pool Operations Team Leader</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supervises</td>
<td></td>
</tr>
<tr>
<td>Internal Contacts</td>
<td>Other Council Staff</td>
</tr>
<tr>
<td>External Contacts</td>
<td>Centre Patrons, Contractors and Community Groups</td>
</tr>
</tbody>
</table>

**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 following knowledge and skills are required to be utilised:

- 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:**

The following management skills are required to be utilised:

- 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

**INTERPERSONAL SKILLS:**

The following interpersonal skills are required to be demonstrated:

- 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
QUALIFICATIONS AND EXPERIENCE:

The following qualifications and experience are required for the position:

- 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)

RELEVANT PHYSICAL RESPONSIBILITIES

Location of work: This position will require working in the following environments:

<table>
<thead>
<tr>
<th>Environment</th>
<th>Nil</th>
<th>Light</th>
<th>Average</th>
<th>Constantly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Indoor (office / workshop)</td>
<td></td>
<td></td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Outside</td>
<td></td>
<td></td>
<td></td>
<td>x</td>
</tr>
</tbody>
</table>

Physical activities: The work is likely to require a certain amount of physical activity, such as:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Nil</th>
<th>Light</th>
<th>Average</th>
<th>Constantly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standing</td>
<td></td>
<td></td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Sitting</td>
<td></td>
<td></td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Bending</td>
<td></td>
<td></td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Walking</td>
<td></td>
<td></td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Repetitive hand work</td>
<td></td>
<td></td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Heavy lifting (&gt;1.5kg)</td>
<td></td>
<td></td>
<td></td>
<td>x</td>
</tr>
</tbody>
</table>

Plant and Equipment: This role involves working with or near plant or equipment:

<table>
<thead>
<tr>
<th>Hazard / Activity</th>
<th>Nil</th>
<th>Light</th>
<th>Average</th>
<th>Constantly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rotating parts</td>
<td></td>
<td></td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Noisy Environment</td>
<td></td>
<td></td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>In proximity of Mobile or Moving plant</td>
<td></td>
<td></td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Strobe or similar lights</td>
<td></td>
<td></td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Operating plant controls</td>
<td></td>
<td></td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Driving plant or vehicles</td>
<td></td>
<td></td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Machinery Vibration</td>
<td></td>
<td></td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Ability to distinguish between colours</td>
<td></td>
<td></td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Using hand held tools</td>
<td></td>
<td></td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Working with irritants, chemicals, fumes and/or dust</td>
<td></td>
<td></td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Working in hot surroundings</td>
<td></td>
<td></td>
<td></td>
<td>x</td>
</tr>
</tbody>
</table>
**Other activities:** This role may also include:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Nil</th>
<th>Light</th>
<th>Average</th>
<th>Constantly</th>
</tr>
</thead>
<tbody>
<tr>
<td>Talking on the phone</td>
<td></td>
<td></td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Direct contact with people</td>
<td></td>
<td></td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Working at heights</td>
<td></td>
<td></td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>Working with animals/wildlife</td>
<td></td>
<td></td>
<td>x</td>
<td></td>
</tr>
</tbody>
</table>

**CONDITIONS OF EMPLOYMENT:**

The Terms and Conditions in this Position Description are to be read in conjunction with the General Terms & Conditions of Employment.

**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 agree to abide by the terms and conditions stipulated therein.

<table>
<thead>
<tr>
<th>Name (Please print):</th>
<th>Signature:</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
LEISURE SERVICES OFFICER
GENERAL CONDITIONS OF EMPLOYMENT

TERMS AND CONDITIONS OF EMPLOYMENT:

The conditions of employment are generally in accordance with the Warrnambool City Council Enterprise Agreement. A copy of this document is available by contacting the Organisation Development Branch.

RESPONSIBILITIES OF ALL WARRNAMBOOL CITY COUNCIL EMPLOYEES:

In addition to the key responsibilities and duties specified in each Position Description, Warrnambool City Council EMPLOYEES MUST:

Staff Conduct and Ethical Standards

- Comply with the Staff Code of Conduct, Council Policy and procedures and any conduct principles for Council employees which may be prescribed in the Act from time to time.
- Not use for their personal gain or knowledge nor disclose any confidential information which may be acquired as a result of special opportunities arising out of their employment by the Council.
- Not make improper use of any information acquired as a result of employment to gain directly or indirectly a pecuniary advantage for himself/herself or for any other person or with intent to cause detriment to the Council.
- Not engage in any private practice (whether or not relating to activities within or outside the municipality) except with the specific permission of the Chief Executive, also being subject to the provisions of the Local Government Act 1989 (the Act).
- Carry out and perform the duties lawfully and to the best of their ability and judgment and to the satisfaction of Council management.
- At all times comply with the terms of the Enterprise Agreement and any Industrial Instrument;
- Devote their whole time and attention to their duties during the hours reasonably required to properly perform their Duties.
- Carry out all lawful instructions and directions of Council management.
- Promote the aims and objectives of the Council.
- Immediately report any actual or potential misconduct (including actual or potential breach of any laws) by any other employee of the Council.
- Disclose through their line manager any facts, information or circumstances which may give rise to a conflict between the employee’s interests and the interests of the Council.
- At all times comply with the provisions of the Act and any other legislation applying to matters within the scope of the employee’s employment.
- Ensure information obtained through employment with the Warrnambool City Council remains confidential and therefore cannot be discussed with any outside individuals or organisations, without Council consent. The confidentiality of Council information remains binding even following completion of service with the Warrnambool City Council.

Customer Services Standards

- Promote Council’s customer service charter and comply with Warrnambool City Council Customer Performance Standards.
- Provide a consistently high level of service to our customers in a prompt and pleasant manner.
- Ensure accurate and prompt registration of all customer requests within the Warrnambool City Council request system and respond to assigned requests within a prescribed timeframe.
- Maintain the highest ethical standards and confidentiality in dealing with our customers and each other.
- Develop individual skills and knowledge that will better serve our customers.
Occupational Health & Safety/Risk Management

- Comply with all policies, procedures, directions and safe systems of work on Health & Safety; ensuring you behave at all times in a manner so as not to endanger yourselves or any other person (whether that be a colleague, a supplier, a contractor or a member of the public).
- Report all accidents, hazards, near misses and other OHS issues to your immediate supervisor and consult with management through accepted channels.
- Observe and comply with Council’s Risk Management Policy, procedures and processes.

Equal Employment Opportunity and Diversity

- Demonstrate an awareness and understanding of state and federal equal opportunity laws
- Demonstrate commitment and understanding of Access and Equity principles as they relate to provision of government services
- Advocate and foster harmonious, connected communities, recognising the community’s values and celebrated differences through mutual respect, understanding and sense of belonging.

Learning & Development

- Identify training and development needs through the Annual Appraisal System for yourself and any staff you directly supervise, and participate in corporate training.
- Participate fully in the Staff Performance Management System, Recruitment and Induction processes.
- Participate in employee feedback surveys, continuous improvement, corporate and professional development programs as requested.

Information Technology & Records Management:

- Observe and comply with all applicable laws relevant to Public Records, Council’s Records Management Policy and Council’s IT and electronic resources.
- Ensure consistent and sound records management processes and practices that maintain reliability and authenticity of records from their creation or receipt, through their effective use, to disposal or preservation as archives.
- Maintain an awareness of and adhering to the Records Management Policy, including your responsibilities under the Privacy & Data Protection Act and the Freedom of Information Act
- Ensure appropriate and effective use of relevant software systems (appropriate level of training provided)
- Not use Council IT systems and electronic resources
  - for excessive or unreasonable personal use;
  - to view or distribute unlawful material, or material which may be regarded as offensive or inappropriate; or
  - to copy, disclose or use material in breach of the Staff Code of Conduct or your employment agreement.

NB: The Council may at any time access, monitor, log and record any communication or information developed, used, received, stored or transmitted by an employee using the Council’s resources, including Council’s IT Systems. Filtering systems are installed in the Council’s IT Systems which restrict the inward and outward flow of certain types of material, including emails and viruses. Accordingly, some email traffic may be blocked. By agreeing to the terms of employment, an employee gives consent to the Council to carry out computer surveillance and the Council monitoring the employee’s use of the Council’s IT Systems and electronic resources, either at the Council’s premises or at any other place.

Emergency Management

- As part of the duties associated with this position, you may be expected (within reason) to assist in dealing with an emergency situation, should one arise, affecting the operation of Council and/or the wellbeing of the community
**Sustainability**

- Incorporate Warrnambool City Council’s sustainability objectives and targets into projects, programs and services.
- Within the scope of their position complete with sustainable principles when procuring goods and services on behalf of Council.
- Promote and participate in a culture of sustainability.

Warrnambool City Council’s Staff Code of Conduct and other Council policies and procedures are accessible to employees via Council’s intranet (Noticeboard) or by contacting Human Resources.

### ANNUAL STAFF PERFORMANCE REVIEW PROCESS

Staff participate in an Annual Staff Performance Review which is undertaken in June/September. The Review comprises as a minimum assessment of the following:

- Meeting of established performance objectives.
- Acquisition and satisfactory utilisation of new or enhanced skills.
- Satisfactory service according to Council criteria.
- Review of salary grading based on adopted remuneration management system.

### MINIMUM EMPLOYMENT PERIOD:

This position is subject to a minimum employment period (6 months qualifying) during which time the employee’s suitability for ongoing employment will be assessed.

### LEAVE ENTITLEMENTS:

Annual leave is four weeks per annum. Long service leave is pro-rata after 7 years service. Sick leave is twelve days per annum on full pay (cumulative). Entitlements are pro-rata for part-time employees.

*Please note leave entitlements are not available to those employees who are paid a loading in lieu of sick leave and annual leave.*

### SUPERANNUATION:

The Council is required to make a statutory contribution to the scheme for the employee’s benefit. The employee may also make a contribution. Since 1st July 2014 the statutory contribution is 9.5% of the annual salary.

The Council’s Enterprise Agreement provides that:

The Warrnambool City Council shall continue to be a participating employer in the Vision Superannuation Fund (the Defined Benefits Scheme and/or LASPLAN) in accordance with the provisions and requirements of the Vision Super Fund Trust Deeds.

The Warrnambool City Council will also be a participating Employer of HESTA and any Registered Nurse may elect to have their Employer’s superannuation funds paid into HESTA.

The Council shall contribute to the above fund(s) in accordance with the Superannuation Guarantee Act 1992, on behalf of each employee.

### RESIGNATION/TERMINATION:

Subject to the provisions of the Local Government Act 1989 and Warrnambool City Council’s Enterprise Agreement, termination of employment shall be effected by notice in writing by either party.

### SMOKING:
Smoking is not permitted in or close to Council owned and/or managed buildings and also in Council vehicles, including plant.

**EMPLOYEE BENEFITS:**

Council provides support and facilities to enable staff to achieve a realistic work and life balance. In particular we offer the follow employee benefits (many of which are part of Council’s Enterprise Agreement):

- Training and career development opportunities including study assistance
- Salary sacrifice arrangements (superannuation and pool/gym membership)
- Flexible leave and work arrangements
- Paid maternity and paternity leave
- Corporate Health & Wellbeing Program
- Corporate Health Insurance Program
- Active Social Club
- Employee Assistance Program – free counselling and support
- Discounted pool/gym memberships

**Privacy Act Information**

The personal information requested in your application is being collected by the Council for recruitment purposes. The personal information will be used solely by the Council for that primary purpose for which it was collected or a purpose the person would reasonably expect. If this information is not collected your application will not be processed. The applicant understands that the personal information provided is for recruitment purposes and that he or she may apply to the Council for access to and/or amendment of the information. Requests for access and or correction should be made to the responsible officer and/or the Privacy Officer.

I further understand that only information which may assist me gain employment or assess my suitability for employment will be sought from the referees, and that such information will be handled in accordance with the Warrnambool City Council Information Privacy Policy and Victorian Information Privacy Act 2000, including the provision of access to that information.

**RIGHT TO WORK IN AUSTRALIA**

You must either be an Australian citizen; or have permanent residence status; or have an appropriate visa issued by the Department of Immigration and Citizenship that entitles the employee to work in Australia.

**INTERVIEW:**

Applicants should be prepared to attend a personal interview, if required.

**PRE-EMPLOYMENT MEDICAL EXAMINATION / FUNCTION CAPACITY EXAMINATION**

You may be required to undertake a pre-employment medical examination to ensure that you can safely undertake all of the duties and tasks detailed in this Position Description. For some physical or outdoor positions an additional functional capacity examination may be required.

**FIT 2 WORK CHECK (POLICE CHECK) / WORKING WITH CHILDRENS CHECK:**

Applicants may be required to undergo a Fit2 Work Check and/or Working with Children’s Check prior to commencement in a position and may be required (by law or by Council) to maintain and periodically renew their “check” (The requirement will be specified in the Position Description)

**DRIVERS LICENCE:**

Applicants maybe required to hold a current drivers licence (prior to commencement in the position) to fulfil the inherent requirements of this role as specified in the position description.