

Position description

Kiosk / Service Assistant

Summary information

Section	Key Venues	Directorate	City Living
Position grade	Band 1 Level 2 Grade 2	Position type	Casual
Reports to	CEO BVM/Manager Key Venues (MKV) or his/her nominee	Direct reports	No
Approval limit	\$0	Release limit	\$0
Created/reviewed	July 2019	BCC number	Casual

1 Position purpose

- Assist with the operations of the daily activities associated with the nominated service area, reception and kiosk areas, including organisational and administrative task, development functions and resource safety, cleanliness and appearance
- Act in accordance with the *New South Wales Work Health Safety Act 2011*, *Work Health Safety Regulation 2017* and the Work Health and Safety Management (WHS) System.

2 Qualifications and experience

Essential

- Excellent oral communication
- Excellent customer service
- Experience handling monies
- Current Working With Children Check.

Desirable

- Current driver's licence
- Computer knowledge/experience
- Current CPR Certificate
- Current First Aid Certificate
- Oxygen Equipment Certificate
- Food Handling Certificate
- Ability to work within a team environment
- Availability to work flexible working hours.

3 Authority

The incumbent has the authority to take any reasonable action that is consistent with the responsibilities of the position and to ensure the safe and efficient undertaking of work activities.

The incumbent's authority is subject to any limitation imposed by the management team, organisational policies, procedures and work instructions.

4 Key accountabilities

Position specific

- To assist in ensuring the safety and well-being of all patrons and user groups to the nominated facility by the provision of high-quality service preparation and delivery. Such responsibility shall extend to all areas of the facility
- To respond accordingly to any First Aid or Emergency and to work cooperatively with other staff/professionals/others in the treatment of such
- If this role is identified as a position which undertakes coordination of volunteer programs as well as the supervision of volunteers when they are on site (not including work experience placements) you will be required to:
 - familiarise yourself with our Volunteers policy and standard
 - implement the policy and follow this Managing Volunteers standard in a consistent and fair manner
 - undertake training needed to effectively coordinate volunteers
 - allocate sufficient time to volunteer coordination.

Work health and safety (WHS)

- Implement, monitor and, or comply with councils WHS Management System, including but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work Instructions and associated system tools in their relevant work area
- Adequately familiarise themselves with their WHS responsibilities and actively fulfill these as indicated in the WHS Responsibilities guideline WHS001
- If this role is identified as a position with 'Chain of Responsibility' requirements, as defined by the *Heavy Vehicle National Law* (HVNL) and Regulations, you will, as far as reasonably practicable, ensure the safety of the vehicles transport activities. This is not limited to preventing breaches of mass, dimension, load, speed and fatigue laws and regulations
- If this role is identified as a position which undertakes child-related work, as defined by the *Child Protection (Working With Children) Act 2012*, the *Child Protection (Working With Children) Regulation 2013* and the Office of the Children's Guardian, you will be required to maintain a current and valid Working with Children Check number, renewable every 5 years. In the event that there is any change to your Working with Children certificate clearance, you are obliged to report this to your Manager immediately
- WHS001 - Matrix is attached.

Corporate

- To commit to and embrace the objectives of Our Blacktown City 2036. Contributing within Council's staffing structure and program of works to deliver our corporate objectives and strategic vision.

Equal employment opportunity (EEO)

- Demonstrate appropriate knowledge of, and commitment to, EEO principles and anti-discrimination law in the workplace.

Environmental sustainability

- Act in accordance with the *Protection of the Environment Operations Act 1997*, the *New South Wales Local Government Act 1993* and seek to conserve and enhance our local environment, in consideration of Council's environmental sustainability policy through our work practices, programs and services.

5 Duties

- To represent BVM and Council and the respective facility in a positive light at all times and to provide the highest levels of customer care and service to all users. Such representation includes, but is not limited to, professional appearance, conduct and punctuality
- To follow instructions and guidance as provided by senior staff and to work cooperatively with other Key Venues employees
- Ensure the Centre operates successfully and in accordance with meeting the programs and services goals and objectives
- Actively support Key Venus staff working together as a “team” to meet the requirements expected by the BVM Board, Blacktown City Council and all key stakeholders
- Other duties as from time to time as may be reasonably required and requested by and/or through the BVM Chief Executive Officer or his or her nominee
- Assist with the training, induction, monitoring and evaluation of new or ‘rookie’ staff
- Report daily/or accordingly to roster requirement to the nominated Pool Supervisor or his/her delegated official at the nominated facility. Such reporting must take into account the flexible approach to sudden changes in work hours, conditions and locations, as in the nature of casual work
- Attend staff meetings as required in the portrayal of nominated responsibilities
- To undertake cleaning duties as required and to provide a clean, safe and inviting environment to the various user groups. Cleaning includes, but is not limited to, change rooms, kiosk and office areas and surrounding environments
- To undertake general maintenance tasks associated with the provision of a safe, clean, efficient and high-quality facility, as required
- Greet users to the facility, record their attendance and process monies accordingly
- Serve customers wishing to purchase from the kiosk or reception
- Ensure kiosk is a safe and clean environment and any Health Department guidelines for correct food handling and storage are adhered to
- Assist senior staff in the promotion of the facility including available programs and merchandising
- Be responsible for adhering to cash receipting and banking procedure, in particular, the safe management of all monies associated
- Answer all telephone enquiries with accurate and updated facility information in a professional and courteous manner, which includes, but is not limited to, accepting program and general facility bookings. Assist in daily communications by relaying messages to both staff and users
- Complete regular stock-takes of kiosk/catering/merchandise stock; order stock according to requirements as approved by senior staff and manage stock rotation and storage
- Perform record keeping tasks, computer data entry, filing and general office/kiosk administrative tasks
- Volunteer management duties if applicable
- Other duties as directed consistent with the operations of Council.

6 Performance criteria

As per Council's performance management system.

Acknowledgement and agreement

Employee	Name		
	Signature		Date
Supervisor	Name		
	Signature		Date