

# Role Description

## Reception Officer



<b>Title</b>	Reception Officer
<b>Classification/Grade/Band</b>	Band 1 Level 2
<b>Group/Unit/Section</b>	Community and Recreation Services / Leisure, Beach Safety and Community Facilities / Leisure and Pools
<b>Reports to</b>	Crew Leader Reception / Crew Leader Reception and Sport

### Vision

A vibrant organisation doing great things.

### Purpose

To provide valuable services that strengthen and support the Central Coast Community.

### Values

Decisions, actions and behaviours are governed by our Corporate Values; Be Safe, Serve, Collaborate, Improve, Be Your Best and Be Positive. All employees have a responsibility to uphold and champion these values.

### Primary Role Statement

In contributing to the overarching vision and purpose, the role of the Reception Officer is to provide high quality customer service as the first point of contact at and Council's Leisure and Aquatic Centres.

The position of Reception Officer is required to provide quality customer service and create value for the community.

### Key Duties and Responsibilities

- Provide up-to-date and accurate information about centre facilities, service and programs to new and existing centre users, both in person and over the telephone;
- Explain the features and benefits of the centre programs and memberships to prospective new customers;



- Supervise public entry and collect entry fees in accordance with centre and Council administrative and financial procedures;
- Accurately process membership and enrolment applications and follow guidelines on the sale of memberships and enrolments;
- Assist with daily administration duties, including banking, word processing, mail outs, publicity distribution, and collection of forms and photocopying as required;
- Ensure the reception/entry area is clean, tidy and well presented at all times;
- Prepare and sell kiosk items for customers as required;
- Maintain excellent and ongoing customer focus within the business, to ensure a positive experience for all users;
- Maintaining effective relationships with users of the facility and communicate effectively with other staff members and the public;
- Follow safe work practices and take reasonable care of own and others health and safety including the safe handling.
- Perform any other duties, tasks or projects the employer may assign, having regard to the incumbent's skills, training and experience.

### **Authority and Accountability**

- Take care of your own health and safety and that of others. Comply with any reasonable instructions and apply Council's Safe Systems of Work consistent with the Responsibilities, Authorities and Accountabilities of your role;
- Decisions are either guided by practices, procedures and precedent or made in consultation with the immediate supervisor;
- Decisions affect the work and activities of others within the work group or team;
- The work of the Reception Officer influences the external environment by ensuring services are consistent with Council standards;
- The Reception Officer complies with operational requirements in cooperation with or under the supervision of other employees. Other employees or members of the public may be affected by the employee's acts or omissions;



- Has little or no responsibility for budget development;
- Look for ways to save costs. Be conscious of budget constraints and be aware of cost implications of own actions within own work area.

### **Personal Attributes**

- Be adaptable, flexible and focused when dealing with change;
- Represent Council honestly, ethically, professionally and lead by example;
- Be committed to achieving work goals and maintains motivation when tasks are challenging and actively seek feedback from colleagues and stakeholders;
- Be responsive to the input of others and works to understand their perspectives.

### **Interpersonal Skills**

- Listen to others and asks appropriate, respectful questions and adapts behaviour accordingly;
- Support and promote a culture of quality customer service identify and respond quickly and provides solutions to meet customers' needs;
- Build a supportive and cooperative team environment, share information and learning across teams and solve issues and challenges in collaboration with others;
- Respond to conflict without inflaming the situation and knows when to refer to a supervisor for assistance and/ or withdraw from a conflict situation.

### **Business Enablers and Technical Skills**

- Complete tasks to agreed budgets, timeframes and standards without guidance and contribute to the allocation of responsibilities and resources to ensure achievement of team goals;
- Understand the team/ unit objectives and responds proactively to changing circumstances and adjust plans and schedules when necessary;
- Identify issues that may impact on task completion and provides appropriate solutions;
- Understand delegations and act within authority levels;



- Exercise fiscally responsible behaviour and remain up to date with financial delegation processes;
- Support system improvement initiatives and embrace new technologies.

### **Team Work**

- Recognise and acknowledge individual/ team performance;
- Monitor and use resources responsibly to achieve team objectives;
- Work as a supportive and cooperative team member, shares information and acknowledges others' efforts;
- Accommodate changing priorities and respond flexibly to uncertainty and ambiguity.

### **QUALIFICATIONS**

- Nil

### **EXPERIENCE**

- Demonstrated extensive experience in handling cash, reconciliation and operating a computerised point of sale equipment;
- Demonstrated experience working in a fast paced customer service role;
- Demonstrated knowledge and experience in use of a computerized member/customer management system (database);
- Demonstrated ability to participate and actively contribute in a team environment to achieve organisational goals and outcomes;
- Strong customer service ethos and a demonstrated customer-centric approach to service provision;
- Demonstrated ability to communicate effectively with other staff and members of the public both verbally and in writing;
- Demonstrated ability to embrace change and commitment to work across multiple work locations and across the spread of hours 4am – 10pm Monday to Sunday.



## Key Relationships

Internal	External
Section Managers/Team Leaders	Members of the Public/residents/ratepayers
Crew Leaders	Community Organisations – sports clubs etc.
Other Council employees (not including direct reports)	

