POSITION DESCRIPTION

Position Title:	DALC Customer Experience Assistant Coordinator	**Position Code:**	6-DCEAC
Division:	Community, Culture & Places	**Grade:**	D
Location:	Dubbo	**Hours/Week:**	38 hours per week
Reports to:	Aquatics Customer Experience Coordinator		
No. Direct Reports:	Nil	**No. Indirect Reports**	Nil

Primary Purpose of Position
This position supports the Aquatics Customer Experience Coordinator throughout the swimming season in the daily operation of the Dubbo Aquatic Leisure Centre front-of-house reception and Café, ensuring the provision of excellent customer service. The Aquatics Customer Experience Assistant Coordinator will be called upon to assist with rostering and training of Aquatic Centre employees to provide best-practice customer experiences while supporting efficient operation of all public-facing services and high quality café fare and hygiene standards. There is an expectation that the position will involve the need for flexibility in working hours, including weekend work during the aquatic operating season. This position will work on a seasonal basis.

Key Accountabilities / Duties	
Key Result Area	Primary Activities

Staffing and Customer Service	• Assist in creating a vibrant and enthusiastic team of Customer Experience staff who are eager to provide quality customer service and lead by example
	• Guide and support all Aquatic staff – including Officers, Lifeguards, Customer Experience casuals and Learn to Swim Instructors - in achieving excellent customer service standards across all facilities and services
	• Assist in the creation and maintenance of staff rosters in liaison with the Aquatics Customer Experience Coordinator, Facility Coordinators and Officers to ensure facilities have adequate numbers of Customer Experience staff for daily operations, large events and school holidays
	• Set a high standard and good example for all staff with regard to punctuality, attendance, attitude, cleanliness and hygiene and ensure these standards are maintained at all times
	• Adhere to Health and Safety guidelines including:
	  ○ Conducting Workplace inspections and audits as required
	  ○ Faithfully mitigate, report and analyse accident/incident trends
	  ○ Use of the hazard reporting process in line with Council WHS policies

Key Accountabilities / Duties	
Café Duties	• Ensure all café staff comply with provisions of the Food Act 2003 and Regulations, upholding appropriate health and hygiene standards including adhering to a regular cleaning schedule and safe-food handling guidelines • Assist with the preparation and presentation of food and beverages, ensuring all Customer Experience staff are familiar with the full menu and can prepare menu items to a consistently high standard • Assist in delivering catering menus for private hires and special events • Wear appropriate uniform, name badge and personal protective equipment while on duty
Administration, Financial and Stock Control Duties	• Follow effective stock control procedures including procurement, delivery, storage and rotation. Identify stock shortages and report them in a timely manner to Aquatics Customer Experience Coordinator • Assist in daily reconciliations, banking and receipting of income. Oversee cashier duties, cash handling and reconciliation of accounts using the aquatics point of sales system, ensuring compliance with Finance processes and guidelines • Advise and collaborate with fellow staff to innovate initiatives for direct service improvements for the aquatic leisure centres • Work according to the rotating roster with some weekends required • Comply with Council's Code of Conduct, relevant policies and procedures, values and behaviours, and work health and safety responsibilities, as amended from time to time
Stakeholder Management	• Maintain and promote positive relationships with schools, swimming clubs, other bodies and patrons to promote utilisation of the facility • Abide by implemented processes to ensure the delivery of the highest quality customer service to maximise patron experience and memberships

Inherent Requirements of the Position
• Working with Children Check (or ability to obtain prior to commencement)
• Class C Drivers Licence
• This position requires a Pre-employment Health Assessment
• A reasonable level of fitness and good manual handling technique are inherent requirements of the role
• Ability to work Monday to Sunday on a rotational roster
• The occupant of this position may be required to operate out of Council's office or depot facilities as necessary

Selection Criteria
Essential
1. High level communication skills including the ability to interact and communicate effectively with patrons and other staff in a professional manner

2. Demonstrated ability to deliver quality customer service 3. Current Food Safety Supervisor Certificate (or ability to obtain prior to commencement) 4. Demonstrated experience in a similar role including food handling and preparation, cash handling and cash reconciliation
Desirable
1. Certificate qualifications in Business, Hospitality, Catering or Commercial Cookery 2. Barista Coffee Making Certificate/Training & experience in coffee making and operation of expresso machine

Organisation Wide Accountabilities	

Corporate Values	**Creating Community for Today and Tomorrow**
	All employees have a responsibility to uphold the values of Dubbo Regional Council being:
	• **Progressive**
	  ○ Be Curious, Courageous And Committed
	• **Sustainable**
	  ○ Balanced Approach To Growth & Opportunity
	• **One Team**
	  ○ Working Together
	• **Integrity**
	  ○ Accountable For Our Actions

Work Health and Safety	All employees are responsible for the Work Health and Safety (WHS) for Dubbo Regional Council and their duties include: • Complying with Council's WHS policies and procedures • Working with due diligence and consideration to safeguard their own health and safety and the health and safety of others • Reporting any potential hazards, incidents or injuries to their Supervisor or People Culture and Safety within 48 hours • Participating in any WHS consultation arrangements • Complying with any Return to Work Plan if injured and supporting rehabilitation in the workplace • Correctly using all personal protective equipment • Complying with emergency and evacuation procedures and site rules if applicable • The Chief Executive Officer, Directors (Officers), Managers and On-Site Supervisors have additional responsibilities as defined in the Dubbo Regional Council Work Health and Safety and Consultation Policy
Sustainability	Staff will give equal priority to improving and enhancing Council's economic, social and environmental outcomes by integrating sustainability into all decision making processes. This includes continuously increasing efficiencies, reducing resource use, sustainable procurement, maintaining service levels and protecting our natural assets. It is expected that all staff can demonstrate awareness and participation in sustainable work practices.
Code of Conduct and Equal Employment Opportunity	Staff will, at all times, adhere to: • Council's adopted Code of Conduct.

Organisation Wide Accountabilities	
	• Council's Anti-Discrimination, Harassment and Equal Employment Opportunity Policy to foster a fair and equitable workplace free of illegal discrimination, harassment and bullying behaviour.

Acceptance:	
I, _____ confirm I have read and understood the Position Description. As the incumbent of this position, I agree to work in accordance with the requirements of the position and will abide by Dubbo Regional Council's policies and procedures. I understand this Position Description is designed to guide the responsibilities and activities to be undertaken in this position and is not intended to be an exhaustive list. I acknowledge that the organisation, in response to changing priorities, may vary tasks and responsibilities from time to time.	
Signature:	Date: