

POSITION DESCRIPTION

KIOSK ATTENDANT

Position Description

Directorate:	Infrastructure Delivery
Reports to:	Narrabri Aquatic Centre/Boggabri Pool/Wee Waa Pool Team Leader
Position Number:	AC6
Classification:	Grade 1 of Council's salary system
Location:	Narrabri Shire
Award:	Local Government (State) Award

This document describes the key responsibilities of the position and is not designed to be prescriptive. The staff member can expect to undertake other duties in addition to those described in this document. All staff are expected to demonstrate behaviours that align with Narrabri Shire Council core values, Code of Conduct and Equal Employment Opportunity Principles.

Position Objective

To ensure the efficient operation of Council's Swimming Pool Kiosks.

Key Responsibilities

- Provide a high standard of customer service to patrons and ensure daily kiosk operations meet all stakeholder expectations.
 - Preparation of food and beverages.
 - Undertake cash handling, reconciliation and record keeping activities as required.
 - Respond to customer enquiries in a professional and timely manner.
 - Liaise with pool staff to ensure efficient and safe Kiosk operation.
 - Stock fridges and merchandise as required.
 - Undertake cleaning and maintenance duties.
 - Assist lifeguard staff in the event of an emergency.
- Undertake other duties as required by the Aquatic Facilities Manager.
- Provide and promote excellent customer service.

General

- Comply with Council's Corporate Values, policies and procedures.
- In accordance with the Workplace Health and Safety Act employees must, while at work take reasonable care for their own health and safety; take reasonable care for the health and safety of others and comply with any reasonable instruction from Council.
- Employees may be required to participate in the on-call roster, weekend work, reasonable overtime and disaster and emergency situations when required.
- Employees may be required to undertake duties within the limits of their skill, competence and training, consistent with the applicable band and level within the Award, in any area of Council.

Reporting Relationships

Direct Reports	Nil
Indirect Reports	Nil

Compliance Training and Licence Requirements

This position needs to be able to attain and uphold the following licences/accreditations:

- Current NSW Working With Children Check

Authority and Delegations

Authority and delegations applicable to this position are laid out in Council Policies and Delegations Register, which are updated from time to time. Refer to these controlled documents for accurate and specific information.

Selection Criteria

Essential

- Excellent customer service, communication and conflict resolution skills.
- Demonstrated computer skills, particularly with operating point of sale and booking systems.
- Demonstrated numeracy skills, particularly with cash handling and reconciliation procedures.
- Demonstrated experience with implementing safe food handling procedures.
- Demonstrated ability to work under minimal supervision alone or as part of a team.
- Prepared to work early mornings, during the day, evenings, weekends and public holidays on a rostered basis.

Document Review Date

October 2019

I hereby agree that this role statement accurately reflects work requirements.

Authorisation

EMHR:

Director:

General Manager:

Employee:

Name

Signature

Date (dd/mm/yyyy)