

## SOUTHERN GRAMPIANS SHIRE COUNCIL POSITION DESCRIPTION

### Position Details

---

Title:	Leisure Services Officer   Customer Service
Classification:	Band 3
Position Number:	133.2
Directorate:	Community Wellbeing, Planning & Regulation
Business Unit:	Community Wellbeing
Reports to:	Senior Aquatic Programs Officer & Senior Customer Relations Officer

### Our Vision and Values

---

#### Vision

Southern Grampians is a growing inclusive and connected community that fosters sustainability, diversity, and innovation

#### Values

Innovative – we will be open to new ideas, will welcome creativity and embrace change

Respectful – we will be caring, accept differences and value diversity

Collaborative – together we will work smarter to achieve agreed common goals

Trusting – we will be open, honest, and brave

Empowering – we will delegate opportunities, and develop and inspire success

#### Child Safety

Southern Grampians Shire Council is a child safe organisation committed to the Victorian Child Safe Standards by:

- providing an environment where Aboriginal children and young people can express their culture and enjoy their cultural rights
- having a zero tolerance approach to child abuse
- having a zero tolerance approach to racism and an expectation that staff and volunteers will act on incidents of racism

## Position Summary

---

The Leisure Services Officer is a multi-skilled position that contributes to the efficient and effective operation of Hamilton Indoor Leisure & Aquatic Centre and the 6 outdoor pools in the shire in a number of the following functional areas, dependant on skills and qualifications

## Key Responsibilities

---

### 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 HILAC'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
- Any other duties as required

### 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

## Extent of Authority

---

- Accountable for ensuring the safety of patrons
- Accountable for ensuring the security of the facility
- Accountable for implementing Emergency Procedures if and when required
- Responsible for the cleaning of the facility in accordance with facility procedures
- Responsible for carrying out rescues and First Aid within RLSSA guidelines

- Required to contribute to the development of organisational procedures and systems as they relate to swimming and/or aquatic activities
- Commit to and adhere with Child Safety standards and Council's requirements

### **Judgement and Decision Making**

---

- Procedures to be followed are clearly documented and well understood
- Guidance and advice always available from within the Organisation

### **Specialist Skills and Knowledge**

---

- Level 2 First Aid Certificate
- Demonstrated lifeguard experience at a public aquatic facility
- Knowledge and understanding of the public aquatic facility industry and associated policies/procedures

### **Management Skills**

---

- Skills in managing time, setting priorities and planning own work within a timetable
- Ability to supervise patrons, observing Occupational Health and Safety and Risk Management protocols at all times
- Ability to weigh up options and make logical decisions
- Ability to assist in coordination of the use of the facility by different user groups
- Ability to supervise the day-to-day operations of the facility
- Ability to supervise groups under the Officer's control
- Will comply with systems and policies to ensure a safe work environment by:
  - Taking reasonable care for their own health and safety and the health and safety of others within the workplace and co-operate with Council with respect to any action taken to comply with a requirement of the OHS Act
  - Not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health, safety or welfare
  - Contribute to OHS consultation processes
  - Prompt reporting of hazards and incidents

### **Inter-personal skills**

---

- An ability to communicate effectively with diverse groups such as schools, community/user groups and members of the public
- The ability to work both independently and as a part of a team

## Compliance with Legislation and Policies

---

- Adhere to all current relevant codes of conduct and legislative requirements including:
  - Southern Grampians Shire Council Policies and Procedures
  - Southern Grampians Shire Council Staff Code of Conduct
  - Privacy and Data Protection Act 2014 (Vic)
  - Equal Opportunity Act 2010 (Vic)
  - Occupational Health and Safety Act 2004 (Vic)
  - Government/Industry Codes of Conduct
  - The Southern Grampians Shire Council Enterprise Agreement
  - The Municipal Emergency Management Plan
- Demonstrate a commitment to risk management principles and practices, and also maintain a safe environment for staff and the community
- Responsible for ensuring the security of Council's assets under the Officer's control
- Remain compliant with the requirements of the Occupational Health and Safety Act 2004 (Vic), and contribute to the health, safety, and wellbeing of Council employees by:
  - Co-operating with Council with respect to any action taken to comply with a requirement of the OHS Act 2004

## Key Selection Criteria

---

The employee will demonstrate the following:

- Excellent verbal communication and customer service skills
  - Demonstrated ability to work harmoniously in a team environment
  - Current recognised Pool Lifeguard Award (desirable, but not essential),
  - Current first aid Certificate essential
  - Computer Skills and Knowledge of Microsoft Office
  - Working With Children Check essential
  - Previous experience in customer service (desirable)
-

## Agreement

---

I, \_\_\_\_\_ have read and understand the objectives and conditions of the above mentioned role.

Employee: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_