

POSITION TITLE & NUMBER:	Hudson Park Driving Range Assistant (POS 101)
DIVISION:	People, Place and Civic Services
DEPARTMENT:	Sports Field
EMPLOYMENT STATUS:	Full Time, Permanent
CLASSIFICATION:	Operational Band 1 Level 3
GRADE:	6
OCCUPANT:	Vacant

POSITION OBJECTIVE

- Assist in the day to day operations of the Hudson Park Driving Range.

KEY RESPONSIBILITIES AND DUTIES

- Provision of high quality customer service to our clients through direct interactions over the counter and on the telephone;
- Assist with administrative duties for the driving range i.e. receipting and balancing monies;
- Carry out any operational tasks i.e. collecting and cleaning of golf balls, cleaning equipment etc.;
- Apply safe work practices in accordance with Council's SOPS/SWMS and Workplace Health and Safety Act (WHS);

KEY PERFORMANCE INDICATORS AND OUTPUTS

- Customers feel welcomed and are dealt expediently with in a positive and helpful manner which is fair, does not escalate anger/aggression and resolves conflict situations effectively;
- Work cooperatively and flexibly as to provide adequate coverage and organisation of services at all appropriate times and particularly during peak periods of demand;
- Adherence to Council's SOPS/SWMS and ensure all issued Personal Protective Equipment is in good order and used correctly at all times;
- Adherence to Council's Code of Conduct e.g. arriving at work on each day at designated start time and fit to carry out specified duties.

ORGANISATIONAL RELATIONSHIPS

Reports to:	Sports Field Coordinator
Supervises:	Nil
Internal Stakeholders:	Sports Field Team Leader, Sports Field Operator, Hudson Park Driving Range Assistants and Open Spaces Team
External Stakeholders:	Members of the General Public

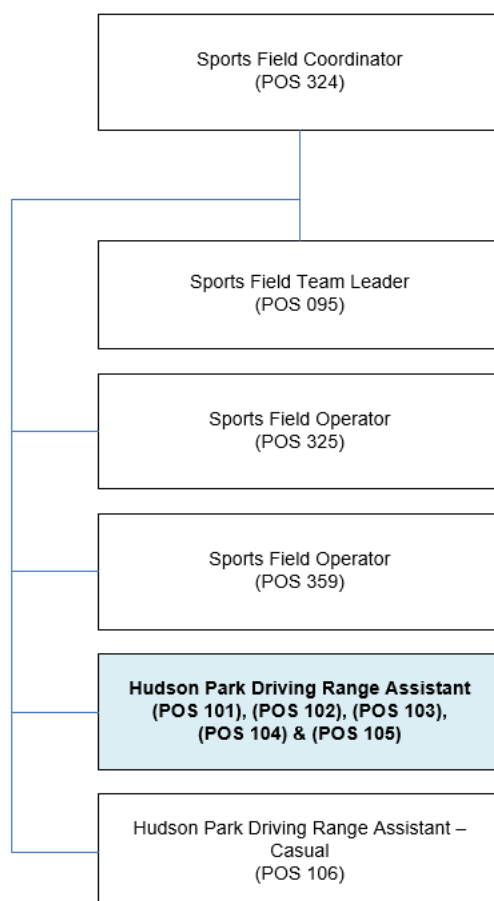
ADDITIONAL INFORMATION

- You will comply with and follow all Workplace Health and Safety requirements as set out in all relevant policies, procedures, legislation and Acts.
- You may be provided with or use equipment that contains electronic monitoring devices.
- In line with the Local Government (State) Award 2020, the employer may direct the employee to carry out such duties within the limits of the employee's skill, competence and training.

SKILLS AND ATTRIBUTES

- Administrative duties
- Corporate record management
- Filing
- Telephone usage
- PC applications software (e.g. Microsoft applications, corporate software)

ORGANISATIONAL CHART



QUALIFICATIONS

- Basic working knowledge of procedures or practices in one function. General Schooling, Year 12 Standard or specialist training in one specific subject or skill e.g. completing a TAFE Certificate Levels 1 & 2
- Current NSW Class C driver's licence (**Desirable**)

KEY SELECTION CRITERIA

- Qualifications as specified above
- Experience in a customer service environment
- Effective oral and interpersonal communication skills
- Demonstrated skills in conflict resolution and dealing with difficult customers
- Possess and maintain a level of physical fitness sufficient to undertake the activities of this level
- Demonstrated commitment to a self-directed work environment and ability to take initiative to ensure gainful and productive work for each working day
- Ability to work in a team environment in a cooperative and positive manner

OPERATION BAND 1 LEVEL 3 SKILL DESCRIPTORS

ACCOUNTABILITY & EXTENT OF AUTHORITY:

- Decisions are either guided by practices, procedures, processes and precedent and/or made in consultation with the immediate supervisor.
- Decisions affect own work only and at times the work and activities of others within the team.
- The work of the job holder influences the external environment by ensuring services are consistent with Council standards.
- The jobholder is accountable for own work performance.
- Has no responsibility for budget development or contract management.

JUDGEMENT & DECISION MAKING:

- Problems are solved by applying standards, established practices and procedure, or operating instructions.
- The jobholder can contribute to work improvement processes, making improvements to existing methods and techniques.
- Regular planning is required to ensure activities and resources are coordinated for day to day work or that projects run to schedule.
- Broadly understand the section's goals and how the job role contributes to them.

MANAGEMENT SKILLS:

- Responsible for own work and not normally required to direct or supervise other personnel.

INTERPERSONAL SKILLS:

- This job requires written communication skills which enable the job holder to write standard correspondence (emails, memos, letters etc.)
- The jobholder has high visibility with customers.
- The jobholder is not usually required to provide service to internal customers other than answering occasional queries.
- Responsible for frequent coordination of and communication with other workers to gain cooperation for work production or service quality.
- The jobholder participates in meeting/group discussions.

QUALIFICATIONS & EXPERIENCE:

- As specified in the 'Qualifications' and 'Key Selection Criteria' sections above.

SPECIALIST SKILLS & KNOWLEDGE:

- As specified in the 'Skills and Attributes' section above.

APPROVAL OF POSITION DESCRIPTION

- This position description has been reviewed and accurately describes the job.
- Job qualifications and accountabilities are relevant to the position.

Employee: _____

Signature: _____

Date: _____

Manager: _____

Signature: _____

Date: _____