

# Position Description

POSITION TITLE		Part time Reception/Lifeguard			
REFERENCE/POSITION NUMBER		LCE0012			
DEPARTMENT		Corporate, Commercial & Community Services			
ACCOUNTABLE TO		Leisure Centre Manager			
SUPERVISOR		Administration Team Leader			
DIRECTLY SUPERVISES		None			
INDIRECTLY SUPERVISES		Casual Reception Lifeguard			
VOLUNTEERS SUPERVISED		None			
GRADE	5	STATUS	Temporary	TYPE	Part time
HOURS	21		LOCATION	Leisure Centre	
MOBILE PHONE	No		LAPTOP	No	
VEHICLE		No vehicle			
LAST UPDATED		28/07/2020			



## RESPECT

We treat others as we expect to be treated  
- in a fair and professional manner.



## INNOVATION

We champion change in order to provide superior services to our community.



## INTEGRITY

We are open, honest and ethical in our behaviours  
- at all times.



## TEAMWORK

We are one team - working together with trust and commitment to achieve shared goals.



## EXCELLENCE

We aspire to be the best  
- in everything we do.

## OBJECTIVES

- To ensure that the kiosk, reception, programs and various Leisure Centre activities are effectively and efficiently operating.
- To provide excellent customer service to the Leisure Centre patrons at all times.
- To promote the Leisure Centre as having a friendly and healthy atmosphere.

## SELECTION CRITERIA

### ESSENTIAL

- Current Pool Lifeguard Award or working towards (must be completed within 1 month of commencing employment)
- Current Senior First Aid Certificate.
- Receptionist experience.
- Cash handling experience.
- A basic knowledge of accounting procedures.
- Well-developed time management skills.
- Strong oral and written communication skills.
- Well-developed customer relations skills.
- Ability to work as an effective team member.
- Well-developed computer/keyboarding skills.

### DESIRABLE

- Reception experience within the sporting industry

## DUTIES

- Handle enquiries about the Leisure Centre's activities from the public, both at the counter and over the telephone.
- Take bookings for learn to swim classes and other programs run at the Leisure Centre.
- Ensure correct cash handling procedures are being adhered to and complete till checks and banking.
- Sell kiosk merchandise, issue correct change and ensure the safe custody of all merchandise in the kiosk at all times.
- Order kiosk merchandise as required, to ensure stock levels are maintained.
- Undertake lifeguard duties, administer first aid as and when required to ensure the safety of customers at all times and report all accidents in the 'Incident Book'.
- Provide effective customer service in the promotion of the Leisure Centre and its various programs, and assist the Administration Team leader with administration duties.
- Assist with setting up equipment for various Leisure Centre activities.
- Clean foyer, kiosk and amenities.
- Take all reasonable steps to ensure compliance with Council's policies, procedures and legislation and care of self and others in the workplace.

## CORPORATE RESPONSIBILITIES

### RESPECT AND DIGNITY

All employees are required to:

- Promote respect for others and fairness and equity, acting in accordance with principles of EEO and Anti-Discrimination
- Demonstrate respect for others and contribute to a positive work environment
- Take appropriate action to prevent bullying, harassment and discrimination of others
- Identify and minimise exposure to risk for self and others

### INTEGRITY

All employees are required to:

- Comply with the Code of Conduct and all relevant legislative requirements, Council plans, protocols, policies and procedures
- Work within budget and time constraints to optimise outcomes while balancing resource requirements
- Apply policies, protocols and guidelines equitably and without personal bias
- Model Council's Values
- Use and protect Council's information, resources, equipment and systems in accordance with relevant protocols, policies and legislation

### INNOVATION

All employees are required to:

- Identify and, in consultation with their supervisor, initiate opportunities for improvements in processes and service and waste minimisation
- Seek to understand and embrace relevant best practice and industry trends relevant to own work area
- Participate in ongoing learning and embrace relevant technology and change

### TEAMWORK

All employees are required to:

- Actively share information, knowledge and skills with others to optimise organisational performance
- Take interest in and provide feedback on corporate initiatives
- Work positively and proactively with others, and to the best of your ability, to deliver organisational outcomes
- Provide support and advice, to others, in own area of expertise

### EXCELLENCE

All employees are required to:

- Meet or exceed functional responsibilities and service level agreements described in position description and operational plans
- Support and use contemporary frameworks designed to optimise systems and processes
- Demonstrate an understanding of the needs of internal and external customers, as relevant to the role, anticipating and meeting their needs with the parameters of Council requirements
- Ensure current competence and relevant accreditation/licencing
- Follow safe and ethical practices to minimise risk to self and others
- Actively participate in relevant training and seek opportunities for ongoing learning as applicable
- Report incidents, illnesses and injuries immediately and take appropriate follow-up action if required

## **WORK, HEALTH AND SAFETY AND EQUAL EMPLOYMENT OPPORTUNITY RESPONSIBILITIES**

In addition to the overall corporate responsibilities listed above and the statements below, you are required to perform your duties in accordance with this Position Description, Council's Code of Conduct, policies, protocols and procedures.

### **Work Health and Safety (WHS)**

- Follow safe practices/procedures to perform your duties in a manner, so as not to put yourself or others at risk of harm
- Participate in development of safe work methods and risk assessments with your supervisor when required
- Actively participate in WHS inductions and training when required
- Wear personal protective equipment (PPE) in the prescribed manner and when specified
- Participate in workplace inspections if required
- Take care of any plant or equipment of any kind, including computer and other telecommunication devices
- Participate in emergency preparedness training, including any required knowledge for business continuity plans
- Report all hazards, near misses and damage to Council's property to the responsible Manager

### **Certificates of Competency / Licences**

- Where required for the position, either by legislation or through Council's policies, protocols and procedures, maintain all certificates, licences, operative training etc for the group, and advise the responsible Manager of any change to these, including vehicle licences.

### **Injury Management**

- Report all injuries/illnesses to the responsible Manager immediately
- If injured at work, actively cooperate and participate to comply with obligations imposed under injury management and return-to-work plans where applicable

### **Risk Management**

- Report any potential public liability and professional indemnity exposures in your workplace to the responsible Manager

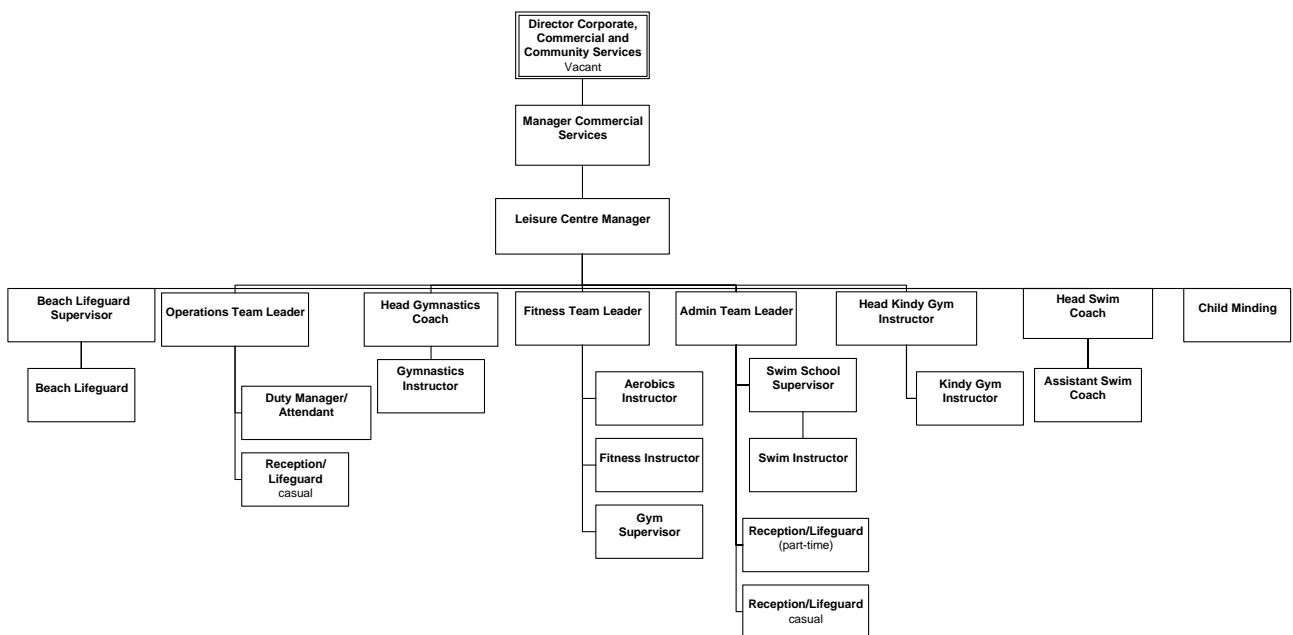
### **Equal Employment Opportunity (EEO)**

- Work to the best of your ability and provide quality service to customers
- Recognise the skills and talent of other staff members
- Act to prevent bullying, harassment and discrimination against others in your workplace
- Respect differences among your colleagues and customers such as cultural and social diversity
- Treat people fairly - don't discriminate against, bully or harass them
- Work in keeping with the Kiama Municipal Council's EEO management plan and other EEO policies

DELEGATIONS	
<b>FINANCIAL DELEGATION:</b>	Nil
<b>RESPONSIBILITY DELEGATION:</b>	Act in Accordance with Instrument of Delegation
<b>NO OF CONTRACTS MANAGED:</b>	None
<b>ANNUAL VALUE OF CONTRACTS MANAGED:</b>	None
<b>CONTROL AND MANAGEMENT OF EXPENDITURE PER ANNUM:</b>	No responsibility
<b>BUDGET DEVELOPMENT:</b>	None

CONDITIONS OF EMPLOYMENT		
<b>AWARD/AGREEMENT</b>	Local Government (State) Award	
<b>PROTOCOLS:</b>	Employees are to comply with Council's Code of Conduct and Council protocols at all times.	
<b>PRE-EMPLOYMENT REQUIREMENTS:</b>	<ul style="list-style-type: none"> <li>Physical and mental capability to perform the inherent requirements of the position</li> </ul>	
	<ul style="list-style-type: none"> <li>Proof of ability to legally work in Australia</li> </ul>	
	<ul style="list-style-type: none"> <li>Pre-employment screening to Australian Standards in Employment Screening.</li> </ul>	
	<ul style="list-style-type: none"> <li>Criminal record check</li> </ul>	Yes
	<ul style="list-style-type: none"> <li>Pre-employment medical</li> </ul>	Yes
	<ul style="list-style-type: none"> <li>Working with children check</li> </ul>	Yes

## REPORTING RELATIONSHIPS



I have read the above position description for my role; I accept the responsibility for achieving the above duties and understand that I am accountable for their achievement.

Employee Signature:

Date: 20/04/2018