

CITY OF GREATER GEELONG

POSITION DESCRIPTION

GREATER GEELONG: BUILDING OUR COMMUNITY THROUGH ENTERPRISE, OPPORTUNITY AND INNOVATION IN A QUALITY ENVIRONMENT

POSITION TITLE:	Leisure Services Officer
POSITION NUMBER:	0523
DIVISION:	Community Life
DEPARTMENT:	Leisure and Recreation Services
CLASSIFICATION:	Band 2C/Band 3
REPORTS TO:	Relevant Centre Coordinator
DIRECTLY MANAGES:	N/A
INTERNAL LIAISONS:	Leisure staff
EXTERNAL LIAISONS:	Centre customers, suppliers, community groups, members of the public
DATE:	August 2017

POSITION OBJECTIVES:

Our Leisure Services Officers work in any or all of the customer service areas of aquatics, reception, gym and/or coaching. They contribute to the efficient and effective operation of the Centre on a commercially viable basis through the provision of quality service to the Centre's customers and well as positive participation as a member of the team.

POSITION RESPONSIBILITIES:

Key Responsibilities:

General

1. Provide a high level of service to internal and external customers.
2. Make a positive personal contribution to successful operation of the centre.
3. Maintain a high standard of personal presentation with regards to both uniform and grooming.
4. Maintain a safe and clean environment including carry out cleaning duties as required.
5. Assist in administering first aid and emergency care.
6. Assist with administration duties as required.
7. Maintain a 'safe and enjoyable experience' for all visitors by ensuring that all visitors follow our centres conditions of entry, terms of conditions, centre policies and procedures (such as Watch Around Water).
8. Maintain appropriate skills, qualifications and registrations for the duties and roles undertaken as outlined in the key selection criteria.
9. Checking, setting and packing up of equipment.
10. Attend annual evacuation training.
11. Adhere to all Council's policies and procedures relevant to this position.

12. Carry out other duties as deemed reasonable and appropriate to the role as directed from time to time.

Reception

13. Provide timely and quality service to customers.
14. Perform timely and quality completion of reception and administrative functions.
15. Assist in promotion and sales of Centre programs, services and memberships.
16. Merchandise and retail area stock and displays.

Lifeguard

17. Supervise clients in the aquatic area including active scanning of aquatics area as per training, deployment plan and rotation. Ensure area of responsibility is covered by another qualified Lifeguard when required to be away from active scanning.
18. Provide first aid and emergency care.
19. Perform water rescues.
20. Facilitate a safe and enjoyable environment through prevention, patron education and safety.
21. Regular safety checks of isolated area's as per deployment plan. These include patrons using saunas.
22. Periodic checks of saunas and spas to ensure only members and paying casuals are using them.

Learn to Swim (LTS)

23. Instruct students in Leisure Services 'Learn to Swim' programs.
24. Engage with and provide feedback to parents.
25. Liaise with relevant Coordinator and Learn to Swim Officer to ensure the smooth and effective running of Services 'Learn to Swim' programs.

Learn to Swim Program Assistant

26. Instruct students in Leisure Services 'Learn to Swim' programs.
27. Liaise with relevant Coordinator and Learn to Swim Officer to ensure the smooth and effective running of 'Learn to Swim' programs.
28. Assist instructors with daily operations (i.e. assessments, lane allocation, equipment).
29. Engage with LTS customers/families to ensure a positive experience.

Party Host

30. Liaise with shift supervisor to ensure the smooth and effective running of the service
31. Setting up and packing up of designated eating area; including cleaning duties
32. Liaise with café staff
33. Engage with parents and the children
34. Organise and actively participate in party games/activities
35. Deliver games/activities in a safe manner and ensure they are age appropriate

Gym

36. Provide safe, timely and effective instruction in the gymnasium.
37. Develop and prescribe programs incorporating a diverse range of activities in an individual and group setting.
38. Engage Customers on the floor and maintain an effective client retention system.

Coaching

39. May involve various aspects of coaching, including but not limited to Gymnastics and Soccer.
40. Instruct students in Leisure Services programs.
41. Liaise with relevant Coordinator to ensure the smooth and effective running of coaching and instructing programs.

Values:

Our values represent who we are and who we aspire to be. They are the tools to create the workplace culture we want. We are all accountable for this.

- Respect and encourage each other
- Create a healthy and safe environment for all
- Embrace new ideas and better ways to work
- Make people the centre of our business

Risk Management and Occupational Health & Safety Responsibilities:

- Understand and comply with Council OHS policies, procedures and legislative requirements relevant to the position.
- Perform work in a safe and appropriate manner.
- Ensure behaviour does not discriminate, bully or harass others.
- Take responsibility for own safety and that of others.
- Proactively identify, control and report any incidents, injuries, hazards or unsafe work practices.

The following general physical and functional requirements may apply to this position. Specific physical requirements will be attached if applicable.

- Manual handling tasks.
- Prolonged periods of e.g. included but not limited to sitting or standing at the computer, standing or walking while supervising visitors on the gym floor or pool deck, working in hot or cold environments. e.g. Lifeguarding on hot days or in inclement weather.
- Regular keyboarding associated activities.
- Long / short distance travel between sites.
- Dealing with difficult clients and situations.
- Demanding deadlines.

KEY SELECTION CRITERIA:

1. Must be flexible to meet the demands of the leisure centres. The position may involve morning, evening and weekend work.
2. Excellent customer service skills.
3. Good written and verbal communication skills and ability to build relationships with staff and client groups.
4. Reception: Working with Children's Check and Police Check. CPR would be advantageous.
5. Lifeguard: Working with Children's Check, Level 2 First Aid, and Pool Lifeguard Certificate.
6. Learn to Swim: Working with Children's Check, CPR and Austswim Certificate (or equivalent) Accreditation plus relevant extension courses.
7. Gym: Working with Children's Check, Level 2 First Aid, and Certificate III in Fitness (or equivalent). National Registration is preferred.
8. Coaching: Working with Children's Check, CPR, relevant coaching accreditation and registration.

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- The efficient, effective and quality output of the centre as a whole, by providing direct support and assistance to the Centre Manager in accordance with centre procedures, customer needs and nominated timeframes.

- The freedom to act is governed by the procedures and objectives of the centre with regular reporting to the appropriate coordinator.
- It is the responsibility of the staff member to monitor the validity of required qualifications and update these where necessary
- Accountable for creating and capturing accurate and complete records of the business activities related to this position, in accordance with approved policy and procedures. This is applicable to both hardcopy and electronic information, including email.

JUDGEMENT AND DECISION MAKING:

- Work is performed according to specific guidelines and procedures under general supervision. Guidance and advice are readily available.
- Tasks performed may involve selection from a limited range of existing systems, equipment and processes in a defined range of recurring work situations.

SPECIALIST SKILLS AND KNOWLEDGE:

- Positive attitude.
- Commitment to service ethic and personal service excellence.
- Ability to use personal computer including word processing, point of sale systems and spreadsheet software.
- Well developed customer service skills including personal and telephone reception.
- Ability to complete administrative procedures.
- Knowledge and understanding of lifestyle/fitness industry.
- Skills in cash handling at point of sales.
- Sound knowledge of overall function and organisation of the Centre and its staff.
- Commitment to ongoing training and development.

MANAGEMENT SKILLS:

- Efficient and effective planning and use of own time to achieve specific and set objectives with the resources available and within set time frames.
- Ability to initiate and recommend to Centre Manager improvements to work instructions and procedures throughout the leisure centres.
- Ability to handle difficult customers and stay calm in emergency situations.

INTERPERSONAL SKILLS:

- Highly customer focused.
- Good communication skills of an order sufficient to effectively communicate orally and in writing with Centre customers, Council employees, members of the public, and suppliers.
- Ability to deal pleasantly, clearly and tactfully with diverse members of the public and staff, both in person and over the phone.
- Ability to work as part of a team.

QUALIFICATIONS AND EXPERIENCE:

- Experience in a customer focused environment is desirable.
- Some experience in reception systems, Centaman is desirable.
- Experience in working in the leisure services industry is desirable.

ADDITIONAL INFORMATION:

- This position will be required to work on a casual and/or unexpected basis and require availability to work mornings, evenings, weekends and some public holidays.
- Work location may vary within the municipality as required.

HOW TO APPLY

Applications close: 5:00pm Friday 25 August 2017

Contact Person: Dean Mortimer, Aquatics Coordinator, 5275 1909

Submit your online application at <https://www.geelongaustralia.com.au/employment>

If you are unable to submit an online application please send your application to:

Recruitment & Workforce Management Administration Officer
People and Organisation Development
City of Greater Geelong
PO Box 104
GEELONG VIC 3220

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