

SOUTHERN GRAMPIANS SHIRE COUNCIL POSITION DESCRIPTION

Position Details

Title:	Leisure Services Officer
Classification:	Band 3
Position Number:	128
Business Unit:	Community & Leisure Services
Reports to:	Senior Aquatic Programs Officer & Senior Customer Relations Officer

Key Objectives and Outcomes

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.

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 and/or swim instruction/program 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 pool.
- Ability to supervise groups under the Officer's control.

Inter-personal skills

- An ability to communicate effectively with diverse groups such as schools, community/user groups, members of the public and pool committees (where applicable).
- 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; and
 - 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.
- Responsible for ensuring compliance with the requirements of the Occupational Health and Safety Act 2004 (Vic), Council's Health and Safety management programs and for ensuring, as far as practicable, safe working practices for all staff.

Key Selection Criteria

The employee will demonstrate the following:

- Qualifications;
 - Previous experience in an aquatic facility;
 - Verbal communication and customer service skills;
 - Demonstrated ability to work harmoniously in a team environment;
 - Current Teacher of Swimming and Water Safety qualification (essential);
 - Current recognised Pool Lifeguard Award and Current first aid Certificate (essential);
 - Computer Skills and Knowledge of Microsoft Office;
 - Working With Children Check;
 - Current Drivers Licence; and
 - Previous experience in customer service (desirable).
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Agreement

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

Employee: _____

SGSC: _____

Signature: _____

Signature: _____

Date: _____

Date: _____