

<b>Job title:</b> Leisure Facilities Bookings Officer	
<b>Classification:</b> Band 2	<b>Effective Date:</b> May 2023
<b>Reports to:</b> Customer Service Team Leader	<b>Tenure:</b> Permanent Part Time

## About us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



**Excellent Customer Experience and Service Delivery**



**Great Organisational Culture**



**Innovation and Continuous Improvement**



**Good Governance and Integrity**



**Long Term Financial Sustainability**

## CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

### Collaboration

We work flexibly together to achieve outcomes and solve problems.

### Respect

We actively listen, value diversity and care.

### Excellence

We adapt, respond, learn and grow.

### Accountability

We take responsibility and follow through on our promises.

### Trust

We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

## Goal Statement

The position will provide administrative support for the booking of all leisure facility spaces.

## Key Responsibilities

### *Position Specific Responsibilities*

- Undertake basic administrative duties encompassing facility bookings and data entry in accordance with Centre policies and procedures.
- Undertake administration tasks on booking related activities including lap lane availabilities, invoice generation, annual allocations and benchmarking.
- Assist with data collection for reporting purposes.
- Provide high quality customer service in accordance with Centre policies.
- Undertake accurate cash handling duties in accordance with Centre cash handling procedures.
- Positively promote the Centre and its programs.
- Treat all patron information in accordance with the Privacy Act.
- Ensure the safety of patrons and respond to first aid and emergency situations in accordance with Centre procedures.
- Actively participate in discussions regarding programs and service improvements.
- Provide excellent customer service to internal and external stakeholders including responding to email enquiries and phone calls.
- Act as Area Warden in emergency evacuations as required.
- Trained and rostered as Duty Officer as required at Sportlink and Nunawading Community Hub (Band 4).

### *Corporate Responsibilities*

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.
- Support, enable and encourage strategies and actions identified in Council's Gender Equality Action Plan (GEAP) to improve workplace gender equality.
- Champion a safe environment for children and young people in accordance with Council's commitment to Child Safety

## Authority

Budget: Nil

Staff responsibility: Nil

Decision Making:

- The position has the authority to act within clearly documented operational guidelines. Any issues that arise that are outside the ordinary day to day responsibilities of the position are referred to the Duty Manager / direct supervisor.

### Key Relationships

- The position will liaise with other team members, senior staff, patrons, suppliers, schools, sporting clubs and community groups.

### Skills and Attributes

#### Qualifications/Certificates/Licences and Experience

- Experience in a similar position preferably within the leisure industry
- Experience in provision of front line customer service including phone etiquette, email and face to face.
- HLTAID001 Provide CPR (or willing to obtain as part of employment)
- HLTAID003 Provide First Aid (or willing to obtain as part of employment)
- Knowledge of Perfect Gym Solutions bookings program
- Satisfactory National Criminal History Check.
- Working With Children Check.
- Experience in data collection and reporting

#### Technology

- Experience in Microsoft Office.
- Experience in point of sale and EFTPOS technology.
- Experience in Facility Booking software (Perfect Gym Solutions desired)

#### Interpersonal

- Communication skills to enable positive interaction and effective customer service with patrons and other employees.
- Capacity to provide professional, attentive customer service to all patrons.

#### Leadership/management:

- Ability to work as part of a team and individually under routine supervision.
- Ability to provide on the job training based on skills and experience.
- Ability to manage own work and prioritise tasks to meet deadlines within a busy environment

### Notes and Comments

- The position includes inherent physical requirements. Please refer to the Physical and Functional Requirements Checklist for more information. Short listed candidates may be required to attend a pre-employment medical examination.

- The position may be required to attend out of hours meetings and training sessions.
- The position may be required to work from different locations within the municipality.
- The position may be required to work shifts anywhere within the Leisure Facilities ordinary spread of hours:
  - Monday to Friday 4.30am – 11.30pm
  - Saturday 4.30am – 10.30pm
  - Sunday and public holidays 7.00am – 10.30pm

### **Key Selection Criteria**

1. Demonstrated experience in administration tasks and data entry.
2. Demonstrated experience in provision of front line customer service.
3. Experience with Perfect Gym Solutions point of sale and EFTPOS technology.
4. Demonstrated communication skills to enable positive interaction and effective customer service with patrons and other employees from a wide variety of backgrounds.
5. Ability to manage own work and prioritise tasks to meet deadlines within a busy environment.

## Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
<b>Kneeling/Squatting</b> Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	X	5+ times per shift	
<b>Hand/Arm Movement</b> Tasks involve use of hand/arms	X	5+ times per shift	
<b>Bending/Twisting</b> Tasks involve forward or backward bending or twisting at the waist.	X	5+ times per shift	
<b>Standing</b> Tasks involve standing in an upright position	X	5+ times per shift	
<b>Reaching</b> Tasks involve reaching above head, and above and equal to shoulder height	X	5+ times per shift	
<b>Walking</b> Tasks involve walking on slopes and walking whilst pushing/pulling objects	X	5+ times per shift	
<b>Lifting/Carrying</b> Tasks involve raising, lowering and moving objects from one level position to another	X	5+ times per shift (less than 20 kgs)  2-4 times per shift (greater than 20 kgs)	
<b>Pushing/Pulling</b> Tasks involve pushing/pulling away, from and towards the body	X	5+ times per shift (less than 20 kgs)  2-4 times per shift (greater than 20 kgs)	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	<i>Comments</i>
<b>Keyboard Duties</b> Tasks involve sitting at workstation and using computer.	X	5+ times per shift	
<b>Satisfactory Vision</b> Standard of vision required equal to that required for driver's licence	X		

**Any other relevant comments:**