



WHITEHORSE CITY COUNCIL

Position description

Job title: Facility Attendant	
Classification: Band 3	Effective Date: January 2024
Reports to: Strathdon Precinct Coordinator	Tenure: Casual

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 provide an excellent customer experience. We are a resilient organisation where everyone belongs.



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 Strathdon Facility attendants will provide quality front of house services to visitors to Strathdon House and Orchard Precinct including the provision of dedicated customer service, maintaining exhibition displays, staffing the retail space and helping with planning and the delivery of the Precincts events and programs.

Key Responsibilities

Position Specific Responsibilities

- Front of house responsibilities including the provision of reception services, facility surveillance, customer service and care of the Strathdon collection.
- Provide administration and office support.
- Under direction, assist with preparation and delivery of events, including educational, sustainability, kitchen garden and other programs.
- Develop and deliver information on the local history as related to the Strathdon House collection and heritage walk for the benefit of visitors.
- Develop and deliver information on sustainability, healthy living, the environment, urban agriculture and waste reduction and the associated programs, initiatives, and events for the information of visitors.
- To open and close the facility after hours.
- Manage products sales and reconciliation of the point of sale system.
- Coordinate venue bookings, room setup, equipment and catering and liaising with clients.
- Coordinate waste free parties, setting up kids parties and waste-free party packs, and liaising with clients.
- Ensure the facility, garden, storage areas and environs are well presented, clean and tidy at all times.
- Ensure the facility is safe and free from hazards and report any safety risks/hazards and incidents.
- Conduct tours of the facility providing information to visitors.
- Assist with volunteer activities and tasks including garden maintenance.

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.

Accountability and Extent of Authority

Budget: Nil

Staff responsibility: Nil

Judgement and Decision Making

- Accountable for cash management and point of sale reconciliation for the facility.

Specialist Knowledge and Skills

Certificates/Licences and Experience:

- Experience in a reception or administrative support role including cash handling and associated documentation.
- Level 2 First Aid Certificate.
- Familiarity with Microsoft Office (Office 365 Apps) and POS applications.

Qualifications and Experience

- Demonstrated interest, knowledge and/or experience in sustainability, healthy living, the environment, urban agriculture and waste reduction, local history and related cultural industries.
- Experience presenting information and sharing skills and knowledge in a training setting including with volunteers.

Interpersonal Skills

- Excellent customer service and presentation skills.
- Well-developed oral and written communication skills to gain co-operation and assistance from clients, other employees, members of the public and volunteers.
- Ability to work productively alone and as part of a team.
- Excellent numeracy skills.
- Ability to provide solutions to problems to meet needs of clients, visitors and suppliers.
- Positive, self-starter with strengths in priority setting, organising and forward planning.

Key Relationships:

- External: The position will liaise with Whitehorse volunteers and members of the public.
- Internal: Department Managers, Program Officers, Volunteer Officer.

Management Skills

- Positive self-starter with demonstrated ability in personal time management.

- Ability to work with minimal supervision.

Application Requirements

- Satisfactory National (and International as applicable) Criminal History Check.
- Working with Children Check.

Key Selection Criteria

1. Relevant Certificate level studies or commensurate experience in in sustainability, healthy living, the environment, urban agriculture, kitchen gardens.
2. Demonstrated customer service experience.
3. Demonstrated ability to work successfully independently or in a team environment.
4. Successful organisation, planning and work prioritisation skills.
6. Demonstrated knowledge and experience in using MS Office.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.	Setting and packing down rooms.	Frequently	
Hand/Arm Movement Tasks involve use of hand/arms	Watering garden	Rarely	More during warmer months
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.		Rarely	
Standing Tasks involve standing in an upright position		Frequently	
Reaching Tasks involve reaching above head, and above and equal to shoulder height		Rarely	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects		Frequently	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another		Frequently	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body		Rarely	
Keyboard Duties Tasks involve sitting at workstation and using computer.		Frequently	
Satisfactory Vision Standard of vision required equal to that required for driver's licence		Rarely	

Any other relevant 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, training sessions and events.
- The position is located at Strathdon House, 449 – 465 Springvale Road, Forest Hill. However, the position may be required to work from different locations within the municipality.