

# WHITEHORSE CITY COUNCIL

## Position description

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| <b>Job title:</b> Senior Customer Service & Administration Officer (Leisure and Recreation Services) |                                      |
| <b>Classification:</b> Band 5  | <b>Effective Date:</b> February 2025 |
| <b>Reports to:</b> Leisure and Recreation Program Coordinator  | <b>Tenure:</b> Permanent Full 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 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

## Position description

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 Leisure and Recreation Services Department's mission is to activate and connect our community.

This position will coordinate efficient and effective administrative and operational services and support the Leisure and Recreation Services program with a commitment to quality, collaboration and continuous improvement.

## Key Responsibilities

### *Position Specific Responsibilities*

- A key liaison contact for the Leisure and Recreation Services department both internally and externally across all projects including Councillor updates, Councillor Requests and correspondence.
- Provide administrative support to the Manager Leisure and Recreation services and wider teams to assist in the management of various stakeholders such as sporting clubs, recreational groups, schools and residents.
- Collaborate with team members to coordinate specific events that are requested to be undertaken by the Leisure and Recreation Services department (i.e. Community Awards events)
- Support the administration of contracts and facility management across Council facilities, ensuring services are delivered to a high standard of quality, safety, and sustainability while achieving positive community outcomes. This includes organising regular stakeholder engagement and meetings to satisfy contract and facility management requirements.
- Ensure a responsive, efficient and quality customer service approach for internal and external stakeholders.
- Manage effective administrative systems and practices which include finance and purchasing, mail outs, maintenance requests, word processing (including meeting agendas and minutes).
- Process and administer bookings and documentation for community events, seasonal and casual bookings including invoicing.
- Support the development and delivery of the Leisure and Recreation Services training and development program and business planning processes.
- Track Leisure and Recreation Services corporate reporting, key performance indicators and develop reports to the Manager Leisure and Recreation Services.
- Assist in the ongoing planning, strategic development, implementation, supervision and evaluation of program activities undertaken in this area.
- Support the development and project management plans, project briefs, community consultation, grants and other technical documentation.

- A key liaison contact for the Leisure and Recreation Services department both internally and externally across all projects including Councillor updates, Councillor Requests and correspondence.
- Support the development of the Leisure and Recreation services capital works program and milestone reporting.
- Assist the Leisure and Recreation Services department with finance and procurement processes.
- Assist in the development and review of Council reports.
- Foster strong relationships with internal departments across Council including customer service, finance, arts and cultural services, executive business support and human resources.
- Support recruitment processes as required across the department.
- Other duties as required

#### *Corporate Responsibilities*

#### **General Staff – no supervisory 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**

- The position has the authority to explore opportunities that will enhance service delivery, such as collaboration with external agencies.
- Ability to assess options and provide advice to customers.
- Make decisions and exercise judgement in relation to routine matters in the day-to-day operations of the department.
- The position has the flexibility to determine priorities and schedules.
- The ability to work independently and use initiative to progress the objectives of the Department.

This position is governed by established procedures, specific guidelines and standard instructions. Advice and guidance are readily available for more complex activities although routine activities are undertaken with minimal supervision.

## Specialist Knowledge and Skills

Certificates/Licences and Experience:

- Experience in fast paced administrative and operational role within Leisure and Recreation Industry (desired)
- Experience in managing time and organising work priorities.
- Experience delivering high quality customer service to internal and external stakeholders.
- Evidence of a strong commitment to continuous improvement.
- Knowledge of procurement and financing systems.
- Understanding of the Local Government operations (desired).
- Satisfactory National Criminal History Check.
- Working with Children Check.
- High Level skills with Microsoft Office, particularly with Word, Excel and Outlook.
- Competency to operate and retain information within a number of mainstream computer based applications.
- Knowledge of HPE Content Manager, Pathway and/or Ungerboek (desirable).

## Qualifications and Experience

Qualifications/ Certificates /Licences:

- Tertiary qualifications in business management, administration, sport and recreation, project management or related field (desired).

## Interpersonal Skills

- Strong communication skills demonstrated through the ability to deal with a conflict and liaise with a variety of stakeholders and build mutually beneficial relationships.
- Ability to establish and maintain positive relationships with stakeholders.
- Effective communication, incorporating written and verbal communication, facilitation, collaboration and partnership.

- Highly developed organisational and time management skills with demonstrated ability to prioritise workloads, working professionally with a high attention to detail.
- Strong facilitation skills to enable the successful consultation processes and community events.
- Ability to collect and interpret data and provide analytical advice.
- Ability to write and review reports for a wide variety of audiences to ensuring the quality is high standard and accurate.

### Key Relationships:

#### Internal:

- Liaises with the Manager of Leisure and Recreation Services, Leisure and Recreation team members and other departments across the organisation including customer service, finance, arts and cultural services, executive business support and human resources.

#### External:

- The position is required to maintain professional relationships with residents, sporting clubs, contractors, professional associations, community groups and various government department agencies.

### Management Skills

- Strong initiative and capacity to work in a team environment.
- Ability and flexibility to solve operational issues as they arise.
- Ability to manage own time with a strong attention to detail.
- A team player with outstanding stakeholder management skills, able to work collaboratively with and through others and maintain effective working relationships.

### Application Requirements

- Satisfactory National (and International as applicable) Criminal History Check.
- Working with Children Check.
- A valid Victorian driver's licence.

## Key Selection Criteria

### **Customer Service Excellence:**

1. Demonstrated experience in delivering high-quality customer service, including handling complex enquiries, resolving issues effectively, and engaging positively with a diverse community.

### **Administration & Organised Skills**

2. Experience in providing administrative support, including accurate data entry, record management, and document preparation.
3. Strong organisational skills with the ability to manage multiple tasks, meet deadlines, and maintain attention to detail in a fast-paced environment.

### Systems in Technological Proficiency

4. Competence in using customer relationship management (CRM) systems, financial software, and Microsoft Office applications (Outlook, Word, Excel).

### Knowledge of Council and/or Leisure & Recreation Services (desired)

5. Understanding of local government processes, leisure and recreation services, leisure facility management or community-based programs.

### Physical Requirements

| Physical Functional Demand  | Specific Physical Job Tasks   | Frequency/Duration of performance of task per day | Comments |
|---|---|---|----------|
| <b>Kneeling/Squatting</b><br>Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels. |   | Performed Sometimes                               |          |
| <b>Hand/Arm Movement</b><br>Tasks involve use of hand/arms  | Using standard office equipment (seated/standing desk, computer, keyboard, monitor, mouse, photocopier, etc.) | Performed Often                                   |          |
| <b>Bending/Twisting</b><br>Tasks involve forward or backward bending or twisting at the waist.                            | Using standard office equipment (seated/standing desk, computer, keyboard, monitor, mouse, photocopier, etc.) | Performed Often                                   |          |
| <b>Standing</b><br>Tasks involve standing in an upright position  |   | Performed Sometimes                               |          |



| Physical Functional Demand   | Specific Physical Job Tasks   | Frequency/Duration of performance of task per day | Comments |
|--|---|---|----------|
| <b>Reaching</b><br>Tasks involve reaching above head, and above and equal to shoulder height                     |   | Performed Sometimes                               |          |
| <b>Walking</b><br>Tasks involve walking on slopes and walking whilst pushing/pulling objects                     |   | Performed Sometimes                               |          |
| <b>Lifting/Carrying</b><br>Tasks involve raising, lowering and moving objects from one level position to another |   | Performed Sometimes                               |          |
| <b>Pushing/Pulling</b><br>Tasks involve pushing/pulling away, from and towards the body                          |   | Performed Sometimes                               |          |
| <b>Keyboard Duties</b><br>Tasks involve sitting at workstation and using computer.                               | Using standard office equipment (seated/standing desk, computer, keyboard, monitor, mouse, photocopier, etc.) | Performed Often                                   |          |
| <b>Satisfactory Vision</b><br>Standard of vision required equal to that required for driver's licence            | Using standard office equipment (seated/standing desk, computer, keyboard, monitor, mouse, photocopier, etc.) | Performed Often                                   |          |

**Any other relevant comments:**

Short listed candidates may be required to attend a pre-employment medical examination.

This position may be required to organise and attend out of work meetings.

This position will be based on Civic Centre, noting the need to work from our Leisure Facilities such (Aqualink Nunawading, Aqualink Box Hill, Nunawading Community Hub and Sportlink) from time to time and the flexibility of working from home 2 days per week.