

Job title: Senior Customer Service and Administration Officer (Leisure and Recreation Services)	
Classification: Band 5	Effective Date: August 2023
Reports to: Coordinator Program and Customer Service	Tenure: 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 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

We value:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. It is expected that all 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.

Goal Statement

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

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

Key Responsibilities

Position Specific Responsibilities

- 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).
- 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 the area.
- Support the development of 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

- 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 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.

The 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.

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.

Skills and Attributes

Qualifications and Experience

- Tertiary qualifications in business management, administration, sport and recreation, project management or related field (desired).
- Demonstrated ability to work autonomously.
- Experience in fast paced administrative and operational role within the 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.

Technology

- High-level skills in 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 and Pathway (desirable).

Interpersonal

- Strong communication skills demonstrated through the ability to deal with 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.

Leadership / Management:

- Strong initiative and capacity to work in a team environment.
- Ability and flexibility to solve operational issues as they arise.
- Ability to management 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.

Key Selection Criteria

1. Demonstrated high level customer service skills and commitment to providing quality service.
2. Ability to maintain and improve effective administration systems and practices including database management, purchasing, bookings and maintenance requests.
3. Demonstrated ability to prioritise tasks and meet deadlines within a busy environment.
4. Excellent written and verbal communication skills and the ability to enable positive interaction with internal and external stakeholders.
5. Demonstrated performance as an effective team player and with a capacity to be an active member of workplace teams at multiple levels across the organisation.

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.		Performed Sometimes	
Hand/Arm Movement Tasks involve use of hand/arms	Using standard office equipment (seated/standing desk, computer, keyboard, monitor, mouse, photocopier, etc)	Performed Often	
Bending/Twisting 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	
Standing Tasks involve standing in an upright position		Performed Sometimes	
Reaching Tasks involve reaching above head, and above and equal to shoulder height		Performed Sometimes	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects		Performed Sometimes	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another		Performed Sometimes	

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		Performed Sometimes	
Keyboard Duties Tasks involve sitting at workstation and using computer.	Using standard office equipment (seated/standing desk, computer, keyboard, monitor, mouse, photocopier, etc)	Performed Often	
Satisfactory Vision 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 attend out of hours meetings.