

# POSITION DESCRIPTION

<b>Position Title:</b>	<b>KLP Customer Service Officer</b>
<b>Position Number:</b>	<b>10404</b>
<b>Directorate:</b>	<b>Community Experience</b>
<b>Reports to:</b>	<b>Leisure Duty Manager – Customer Service</b>
<b>Department:</b>	<b>Community Facilities</b>
<b>Agreement:</b>	<b>City of Karratha Enterprise Agreement 2021</b>
<b>Classification:</b>	<b>Level 3</b>

## 1. POSITION OVERVIEW

The Customer Service Officer is responsible for acting as the Karratha Leisureplex's first point of contact, responding appropriately by providing information and direction to the general public, receiving all cash, preparation and processing all receipts and ensure security of Council's monies and assist the team in promoting, coordinating and conducting recreation programs.

### 1.1 Position Objectives

- To provide an efficient customer service to the general public, community groups and organisations throughout the City of Karratha.
- To maintain up to date information on Council's recreation programs and facilities and provide information in a timely manner to external and internal customers.
- To administer the booking and hiring of Council's recreation facilities in accordance with Council's policies and procedures.
- Receive all cash, prepare and process all receipts and ensure security of Council's monies.
- Liaise with the Facilities staff concerning any matter relevant to the good order and management of the Centre, ovals and facilities, in respect to the timely provision of services to the Centre, ovals and buildings by staff from the relevant section of Council's operations, according to established Council Policy and Guidelines.

## 2. DUTIES & RESPONSIBILITIES

### 2.1 Customer Service

- Provide a high level of customer service to all patrons who utilise the Centre
- Receive incoming telephone calls and deal with customer enquiries

### 2.2 Programs

- Effectively utilise opportunities to sell and market centre programs and facilities to patrons
- Assist in the planning, preparation or organisation of recreation programs at the centre

### 2.3 Administration Support

- Provide basic administration support to Centre staff including, but not limited to, preparing correspondence, data input and preparation of promotional material

### 2.4 Recreation Facilities

- Adhere to procedures for the hiring of Council's recreation facilities

- Undertake maintenance checks of Council's facilities and report maintenance to the building department

## **2.5 General KLP Duties**

- Ensure Key Performance Indicators for the Karratha Leisureplex are achieved
- Receipt monies received by Council, ensuring security of cash for which the officer is given responsibility by adhering to cash handling procedures at all times
- Responsible for preparing the Centre for beginning of business and securing the Centre at the completion of operations

## **2.6 Health & Safety**

Employees are responsible for ensuring that:

- All tasks are undertaken with the full understanding of the officer's obligation to take reasonable care to ensure personal safety and health at work and that of other persons in the workplace.
- They comply with all City policies and procedures relating to their health and safety.
- Utilise the City's procedure for WHS Communication, Consultation and Issue Resolution.
- They will not misuse or damage any equipment provided in the interests of health or safety.
- Observe all safe working practices as directed by the supervisor.
- Use and maintain protective equipment correctly.
- Report ALL accidents and incidents (including near miss) arising in the course of work to direct line manager / supervisor ASAP and then complete the Accident Incident Report form as soon as reasonably practicable within 24 hours where possible.
- Other roles and responsibilities outlined in the WHS Management at the City of Karratha: Roles and Responsibilities.

## **3. SKILLS, KNOWLEDGE & EXPERIENCE (KEY SELECTION CRITERIA)**

### **3.1 Authority and Accountability**

- Developed numeracy, verbal and written communication skills with a high level of attention to detail and accuracy.
- Responsible for completion of regularly occurring tasks with general guidance on a daily basis.

### **3.2 Judgement and Problem Solving**

- Demonstrated ability in the areas of customer service, time management, working autonomously and within a team, organisation, initiative, problem solving and conflict management skills.
- Personal judgment is required to follow predetermined procedures where a choice between more than two options is present. Work performed falls within general guidelines but with scope to exercise discretion in the application of established practices and procedures.

### **3.3 Specialist Knowledge and Skills**

- Working knowledge of Microsoft Office word processing and spreadsheet software with developed keyboarding skills.
- Demonstrated cash handling skills and ability to prepare accurate banking paperwork.
- Experience in the use of office equipment and procedures.
- Understanding and general knowledge of local facilities for recreation and leisure; previous experience in the operation of a multi-functional recreation/leisure facility and knowledge of recreational programming and coordination are desirable.
- Application of developed skills acquired through on-the-job training or accredited external training over a number of months. The position requires demonstrated

### **3.5 Interpersonal Skills**

- Employees at this level require communication skills to enable them to effectively communicate with clients, other employees and members of the public and in the resolution of minor matters.

### **3.6 Qualifications and Experience**

- Studying towards recognised formal qualifications in the recreation/leisure field is desirable
- Current Provide First Aid qualification
- Current C class driver's licence
- National (or Federal) Police Certificate (no more than 6 months old)
- Ability to work evening and weekend rosters