

# POSITION DESCRIPTION

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| <b>Position Title:</b>  | <b>Leisure Duty Manager – Customer Service</b>           |
| <b>Position Number:</b> | <b>11058</b>   |
| <b>Directorate:</b>     | <b>Community Services</b>                                |
| <b>Reports to:</b>      | <b>Health &amp; Programs Supervisor</b>                  |
| <b>Supervises:</b>      | <b>Customer Service Officers, KLP Casual CSO Staff</b>   |
| <b>Department:</b>      | <b>Community Facilities</b>                              |
| <b>Agreement:</b>       | <b><i>City of Karratha Enterprise Agreement 2021</i></b> |
| <b>Classification:</b>  | <b>Level 4</b>   |

## 1. POSITION OVERVIEW

The Leisure Duty Manager – Customer Service is responsible for the administration and supervision of all customer service associated services at the Karratha Leisureplex (KLP). This position acts as the first point of contact at the KLP, responding appropriately by providing information and direction to the general public, receiving all cash, preparation and processing all receipts.

### 1.1 Position Objectives

- To oversee operations associated with all customer service procedures conducted at the Leisureplex. This includes relevant procedures and protocols as informed by the City's Customer Service Charter
- Liaise with Health & Programs Supervisor and other Duty Managers concerning any matter relevant to the operation of recreation facilities and programs
- Ensure quality customer service extends to all operating hours of the Karratha Leisureplex, in particular early morning and evening / weekend operations

## 2. DUTIES & RESPONSIBILITIES

### 2.1 Administration

- Assist in the recruitment, development and training of Leisureplex customer service staff
- Assist with the preparation, distribution and maintenance of promotional and informational material for facilities
- Provide regular updates to the Health & Programs Supervisor on all customer service operations as required
- Perform other duties consistent with the level of this position and the principles of broad banding as requested, to ensure the safe, efficient and effective operation of the Karratha Leisureplex
- Maintain a high level of accountability in cash handling and customer service compliance matters
- Conduct performance reviews of all customer service staff
- Maintain rosters and staffing levels in response to demand under the general guidance of the Health & Programs Supervisor
- Maintain, review and evaluate all customer service support facilities (eg. Key registers, contractor registers etc)

### 2.2 Customer Service

- Provide a high level of frontline customer service to all internal and external customers over the telephone, email and in person, clearly conveying the operation and procedures of the Centre

- Promote City of Karratha facilities and Karratha Leisureplex services to all patrons where possible
- Train, motivate and engage all Customer service staff

### **2.3 Health & Safety**

Managers, Coordinators and Supervisors are responsible for ensuring that:

- Staff over whom they have line management responsibility are held accountable for performing the responsibilities and actions relevant to their position.
- City policies and procedures relevant to safety are applied.
- For activities for which the safety risk is significant, and there is no City procedure, safety risk assessments and associated safe work procedures are documented and enacted in accordance with the WHS Risk Management Procedure.
- Workplace hazard inspections occur at least every 3 months at workplaces under their carriage. If there is a HSR for the workplace, ensure they are given adequate paid time and resources to complete the inspection.
- The employees of the City are not exposed to hazards in their working environment.
- Other roles and responsibilities outlined in the WHS Management: Roles and Responsibilities.

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

### **3.1 Authority and Accountability**

- Works under general supervision of the Health and Programs Supervisor
- Works in accordance with approved Council's policies, procedures and guidelines
- Demonstrated time management and organisational skills

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

- Developing analytical, decision making and problem-solving skills
- Ability to problem solve with solutions found in established processes and procedures

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

- Demonstrated knowledge of Microsoft Office Suite
- Sound knowledge of recreation facility operations and sport and recreation programming
- Developing promotional and programming skills
- Developed public relations and customer service skills

### **3.4 Management Skills**

- Developing supervisory skills
- Provide employees with on-the-job training, guidance and basic knowledge of workplace policies and procedures

### **3.5 Interpersonal Skills**

- Developed numeracy, written and verbal communication skills relevant to the work area
- Ability to manage time effectively to ensure duties are carried out to the required standard
- Employees at this level require effective communication skills to enable them to communicate with clients, other employees and members of the public and in the resolution of routine and usual matters

### **3.6 Qualifications and Experience**

- Formal qualification in Recreation or Business Administration
- Minimum two years' experience in a similar role
- Current C class driver's licence.
- National (or Federal) Police Certificate (no more than 6 months old)