

POSITION DESCRIPTION

Position Title:	KLP Customer Service Officer
Position Number:	10404
Directorate:	Community Experience
Reports to:	Leisure Duty Manager – Customer Service
Department:	Community Facilities
Agreement:	City of Karratha Enterprise Agreement 2023
Classification:	Level 3

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

POSITION DESCRIPTION

Position Title:	Café Attendant
Position Number:	11093
Directorate:	Community Services
Reports to:	Leisure Duty Manager – Customer Service
Department:	Community Facilities
Agreement:	<i>City of Karratha Enterprise Agreement 2023</i>
Classification:	Level 2

1. POSITION OVERVIEW

The Cafe Attendant will be responsible for the provision of a high standard of customer service within the Leisureplex Cafe in order to achieve Council's objectives. In addition, they will be responsible for the cleanliness and quality presentation of the cafe.

1.1 Position Objectives

- Liaise with the Leisure Duty Manager – Customer Service concerning any matter relevant to the good order and management of the cafe.
- Ensure all day-to-day produce is available and received at a quality standard.
- Ensure the quality presentation of the café and serving areas.

2. DUTIES & RESPONSIBILITIES

2.1 Customer Service and Communication

- Provide a consistent and high level of service to customers of the café.
- Receive incoming telephone calls and deal with customer enquiries

2.2 Housekeeping, Food Handling & Hygiene

- Ensure the Leisureplex Cafe is maintained in a hygienic, clean and presentable condition, meeting all standards and perform daily hygiene and cleaning duties.
- Ensure that all health department checks are passed 100% of the time.
- Ensure that all health acts and regulatory requirements are being adhered to.
- Assist with the preparation of food items for the day's trading and serve patrons.
- Ensure the highest-level produce is being delivered at all times.

2.3 Administration & Finance

- Undertake daily administrative tasks such as daily banking procedures, cash handling, complete workplace inspections, ordering of stock and end of year stocktake.
- Assist with monthly rostering duties and casual staff timesheets under the supervised direction of the Leisure Duty Manager – Customer Service.

2.4 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

- Works under regular supervision of the Leisure Duty Manager – Customer Service.
- Works in accordance with approved Council's policies, procedures and guidelines.

3.2 Judgement and Problem Solving

- Sound problem solving and conflict management skills.
- Developed numeracy, cash handling, verbal and written communication skills with a high level of attention to detail and accuracy.

3.3 Specialist Knowledge and Skills

- Sound knowledge of the provisions of the Health Act, Regulations and By-Laws applying to the operation of a food and beverage outlet.
- Sound knowledge of the safety procedures and requirements for the handling of hazardous chemicals.

3.4 Interpersonal Skills

- High level of customer service skills including duty of care responsibilities to the public.
- Demonstrated ability in the areas of time management, working autonomously and within a team, organisation, initiative, problem solving and conflict management skills.

3.5 Qualifications and Experience/Other Requirements

- Certificate in hospitality, food / beverage & housekeeping or demonstrated relevant experience is desirable.
- Previous experience in a customer service role.
- Experience using merchant facilities.
- Current C class driver's licence (desirable)
- National (or Federal) Police Certificate (no more than 6 months old)

POSITION DESCRIPTION

Position Title:	Program Assistant
Position Number:	10421
Directorate:	Community Services
Reports to:	Leisure Duty Manager - Programs
Department:	Community Facilities
Agreement:	<i>City of Karratha Enterprise Agreement 2021</i>
Classification:	Level 2

1. POSITION OVERVIEW

The Program Assistant is responsible for effectively assisting in the supervision of recreation programs and to ensure a safe environment is provided to all Centre users / clientele.

1.1 Position Objectives

- To assist Leisure Duty Manager - Programs in the provision of recreation programs for the residents of the City.
- To liaise with the Leisure Duty Manager - Programs concerning any matter relevant to the operation of the recreation programs.

2. DUTIES & RESPONSIBILITIES

2.1 Programs

- Assist the Leisure Duty Manager – Programs in developing quality programs for children and adults.
- Assist participants in developing skills appropriate to the recreation program
- Participate in special events, e.g. in-house workshops.
- Maintain open and effective communication with other staff members.
- Enjoy yourselves and convey this to participants.
- Be professional, reliable, responsible and mature in dealing with participants
- Assist with the set up and packing away of equipment.
- Make exemplary customer service a priority.
- Report any damage of Centre facilities and equipment to your Supervisor.
- Perform first aid as required.
- Respond to all in-house communication, e.g. Roster Availability.
- Maintain a clean tidy and professional appearance.
- Perform other duties as required.

2.2 Occupational 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 safety
- Utilise the City's procedure for OHS Communication, Consultation and Issue Resolution.
- They will not misuse or damage any equipment provided in the interests of safety or health
- 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.

- Report all hazards using the Hazard Notification Form.
- Other roles and responsibilities outlined in the OHS Management at the City of Karratha: Roles and Responsibilities.

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

3.1 Specialist Knowledge and Skills

- Developed skills in the supervision of children.

3.2 Management Skills

- Demonstrated ability in the areas of time management, organisation and initiative and working in a team environment.

3.3 Interpersonal Skills

- Highly developed verbal and written communication skills.

3.4 Qualifications and Experience

- Demonstrated experience in working within recreation industry and working with children
- Current C class driver's licence
- National (or Federal) Police Certificate (no more than 6 months old)
- Working with Children Check
- Current First Aid Certificate (desirable)

POSITION DESCRIPTION

Position Title:	Gym Instructor
Position Number:	10881
Directorate:	Community Services
Reports to:	Leisure Duty Manager - Fitness
Department:	Community Facilities
Agreement:	<i>City of Karratha Enterprise Agreement 2021</i>
Classification:	Level 2

1. POSITION OVERVIEW

The Gym Instructor is responsible for undertaking appraisals and providing instruction in the gym, safely and effectively.

1.1 Position Objectives

- To assist Council's recreation staff in the provision of recreation services for the residents of the City.
- To liaise with the Leisure Duty Manager - Fitness concerning any matter relevant to the good order and operation of the gym and management of the centre.

2. DUTIES & RESPONSIBILITIES

2.1 Gym Instruction

- To undertake health appraisals and perform the standard range of fitness tests in a professional manner
- To provide all clients with the highest standard of information on health and fitness issues at all times
- To run theory and practical orientated workshops for gym clients
- To supervise in the gym, ensuring clients are using the gym effectively and safely
- To ensure equipment is not misused in any way, that gym is left tidy and equipment put away
- Prepare monthly newsletters and items of interest for gym clients
- Be aware of, and conform to, all laws that affect professional practice and recognize the importance of duty of care, public liability and professional indemnity
- Maintain relevant qualifications
- Clean and service equipment as appropriate

2.2 Occupational 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 safety
- Utilise the City's procedure for *OHS Communication, Consultation and Issue Resolution*.
- They will not misuse or damage any equipment provided in the interests of safety or health
- 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.
- Report all hazards using the Hazard Notification Form.
- Other roles and responsibilities outlined in the *OHS Management at the City of Karratha: Roles and Responsibilities*.

3 SKILLS, KNOWLEDGE & EXPERIENCE (KEY SELECTION CRITERIA)

3.1 Authority and Accountability

- Demonstrated ability in the areas of time management, working autonomously and within a team, organisation, initiative, problem solving and conflict management skills

3.2 Specialist Knowledge and Skills

- Demonstrated experience and knowledge of fitness testing and exercise programming

3.3 Interpersonal Skills

- Excellent communication skills with a high level of motivation and ability to motivate others

3.4 Qualifications and Experience

- Physical Fitness of an acceptable level to perform duties of a fitness leader
- Certificate III in Fitness (or above)
- Current Provide First Aid Certificate
- Current C class driver's licence
- National (or Federal) Police Certificate (no more than 6 months old)

POSITION DESCRIPTION

Position Title:	Swim Teacher
Position Number:	10444
Directorate:	Community Services
Reports to:	Aquatic Duty Manager
Department:	Community Facilities
Agreement:	<i>City of Karratha Enterprise Agreement 2021</i>
Classification:	Level 3

1. POSITION OVERVIEW

The Swim Teacher is responsible for providing a safe and informative swimming program to the residents of the City of Karratha.

1.1 Position Objectives

- Liaise with Aquatic Duty Manager concerning matters relevant to the good order and management of the Facility.
- Provide timely provision of the service in accordance with the City's relevant sections of the council operations.
- Provide recreation and community services for the residents of the municipality.
- Maintain a high standard of service.

2. DUTIES & RESPONSIBILITIES

2.1 Safety

- Observe all safe working practices as directed by the Manager/Duty Manager, including the use of all personal protective equipment where required.
- Take all reasonable care to ensure personal safety and health at work and that of others in the workplace.
- Provide supervision of all participants to ensure safety standards are complied with.
- Provide instruction on swimming and water safety techniques.

2.2 Communications and Customer Service

- Maintain good public relations and communication with patrons.
- Ensure high level of customer service.
- Ability to provide positive feedback to children.

2.3 Occupational 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 safety.
- Utilise the City's procedure for *OHS Communication, Consultation and Issue Resolution*.
- They will not misuse or damage any equipment provided in the interests of safety or health.
- 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.
- Report all hazards using the Hazard Notification Form.
- Other roles and responsibilities outlined in the *OHS Management at the City of Karratha: Roles and Responsibilities*.

3 SKILLS, KNOWLEDGE & EXPERIENCE (KEY SELECTION CRITERIA)

3.1 Authority and Accountability

- High level of motivation

3.2 Judgement and Problem Solving

- Experience in lesson preparation and ability to organise teaching aids and equipment
- Sound knowledge of emergency procedures, workplace safety and evacuation procedures

3.3 Specialist Knowledge and Skills

- Demonstrate an understanding of the curriculum in place at the relevant Aquatic Centre
- Demonstrated knowledge of the first aid and rescue techniques

3.4 Management Skills

- Demonstrated supervisory skills

3.5 Interpersonal Skills

- Well developed public relations, interpersonal and verbal communication skills

3.6 Qualifications and Experience

- Physical fitness to an acceptable level to perform such duties as lifesaving
- Austswim instruction certificate or equivalent
- Resuscitation Certificate
- First Aid Certificate
- Working with Children Check
- National (or Federal) Police Certificate (no more than 6 months old)

POSITION DESCRIPTION

Position Title:	Personal Trainer
Position Number:	10845
Directorate:	Community Services
Reports to:	Leisure Duty Manager - Fitness
Department:	Community Facilities
Agreement:	<i>City of Karratha Enterprise Agreement 2021</i>
Classification:	Level 4 Step 2

1. POSITION OVERVIEW

The Personal Trainer is responsible for motivating people pursue a healthy lifestyle by incorporating physical fitness activities into their daily routine.

The personal trainer should be aware of all the basic nutrients required by the body. They should have good knowledge about the gym equipment like treadmills, elliptical trainer etc.

1.1 Position Objectives

- Understand the needs of the client and plan the workout routine accordingly
- Promote personal training and other services provided by the City of Karratha
- Conduct personal training sessions within the Company's policies and protocol

2. DUTIES & RESPONSIBILITIES

2.1 Personal Training

- Understand the needs of the client and plan the workout routine accordingly
- Choose correct set of exercises for the client
- Demonstrate the exercises and ensure that the client is performing the exercises correctly.
- Explain the effects of particular exercises to the client.
- Ensure exercise equipment is in good condition.
- Motivate clients to achieve their set fitness goals.
- Be punctual and ensure that the designed workout routine is followed properly.
- Design a rehabilitation program in case the client suffers from some injury.
- Provide nutrition and fitness tips to the client to enhance the workout program.
- Keep record of all clients programs and vital information in the Centre.

2.2 Occupational 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 safety
- Utilise the City's procedure for *OHS Communication, Consultation and Issue Resolution*.
- They will not misuse or damage any equipment provided in the interests of safety or health
- 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.
- Report all hazards using the Hazard Notification Form.
- Other roles and responsibilities outlined in the *OHS Management at the City of Karratha: Roles and Responsibilities*.

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

3.1 Authority and Accountability

- Accountable for all actions associated with Personal Training
- Track client paperwork and ensure accuracy at all times

3.2 Specialist Knowledge and Skills

- Aware of all the basic nutrients required by the body
- Good knowledge about the gym equipment like treadmills, elliptical trainer

3.3 Interpersonal Skills

- Take pride in each and every client, assisting him or her in every way possible
- Be punctual and conduct yourself in a professional manner

3.4 Qualifications and Experience

- Cert IV Personal Trainer or Higher (Sport Science)
- Current First Aid Certificate; with the ability to administer aid for minor injuries that may occur during training sessions
- National (or Federal) Police Certificate (no more than 6 months old)
- Current C class drivers licence