

POSITION DESCRIPTION

Position Title:	Leisure Duty Manager – Programs
Position Number:	10903
Directorate:	Community Services
Reports to:	Health & Programs Supervisor
Supervises:	KLP Program staff
Department:	Community Facilities
Agreement:	<i>City of Karratha Industrial Agreement 2023</i>
Classification:	Level 4

1. POSITION OVERVIEW

The Leisure Duty Manager –Programs is responsible for coordinating activities associated with the City of Karratha’s Leisureplex (KLP) programs (sporting, aquatic and holiday). 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 the Leisureplex programs. This includes relevant marketing and promotion initiatives and overseeing staffing and equipment requirements
- Liaise with the Health & Programs Supervisor concerning any matter relevant to the operation of the Leisureplex 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 Program Coordination

- Develop and implement imaginative programs and services in response to identified needs in the community
- Coordinate the marketing and promotion of programs and services in consultation with the Health and Programs Supervisor
- Prepare and maintain informational material related to all programs for centre clientele
- Ensure that all equipment is maintained to a high standard
- Undertake Program duties as and when required

2.2 Administration

- Assist in the recruitment, development and training of program staff
- Assist with the preparation, distribution and maintenance of promotional material, for all programs, services and activities
- Provide regular reports to Manager on centre programs and 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

2.3 Customer Service

- Provide a high level of frontline customer service to all internal and external customers over the telephone and in person, clearly conveying the operation and procedures of the centre
- Promote programs and services to all patrons where possible
- Sell merchandise and follow procedures for ordering, stock control, accounting for stock, sales and refunds

2.4 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 the principles of sports programming and instructing
- Sound knowledge of the operations of multipurpose Leisure Centre or equivalent programming experience
- Demonstrated experience in promotion and marketing and coordination of gymnasiums and/or group fitness programs

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 Inter Personal 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 qualifications in Recreation or education programming
- Further study in a fitness related area (Desirable)
- Current C class driver's licence
- National (or Federal) Police Certificate (no more than 6 months old)