



POSITION DESCRIPTION

Position Title:	Leisure Duty Manager
Position Number:	11058
Directorate:	Community Experience
Reports to:	KLP Business Supervisor, Wickham Recreation Precinct Supervisor
Supervises:	Customer Service Officers, KLP Casual CSO Staff
Department:	Community Facilities
Agreement:	City of Karratha Industrial Agreement 2023
Classification:	Level 4

1. POSITION OVERVIEW

The Leisure Duty Manager – Customer Service is responsible for the supervision of all activities within the centre and all associated services at the Recreation Facilities (Karratha Leisureplex (KLP), Wickham Recreation Precinct (WRP) and Roebourne Aquatic Centre (RAC)). This position acts as the first point of contact, 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 Recreation Facility. This includes relevant procedures and protocols as informed by the City's Customer Service Charter
- Liaise with Supervisors 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, in particular early morning and evening / weekend operations.

2. DUTIES & RESPONSIBILITIES

2.1 Administration

- Assist with the preparation, distribution and maintenance of promotional and informational material for facilities.
- Provide regular updates to the 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 recreation facility.
- Maintain a high level of accountability in cash handling and customer service compliance matters.
- Maintain rosters and staffing levels in response to demand under the general guidance of the Supervisor.

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 services to all patrons where possible.
- Train, motivate and engage all staff when required.

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 relevant Supervisor.
- Works in accordance with approved Council's policies, procedures and guidelines.

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.
- Demonstrated time management and organisational skills.

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)