



# POSITION DESCRIPTION

<b>Position Title:</b>	<b>Community Services Assistant (Casual)</b>
<b>Position Number:</b>	<b>11108</b>
<b>Directorate:</b>	<b>Community Services</b>
<b>Reports To:</b>	<b>Departmental Supervisor</b>
<b>Department:</b>	<b>Various</b>
<b>Agreement:</b>	<b>City of Karratha Enterprise Agreement 2023</b>
<b>Classification:</b>	<b>Level 2</b>

## 1 POSITION OVERVIEW

Community Services Assistants are responsible for the provision of a high standard of customer service whilst delivering activities and programs to the community within Council’s facilities and venues. This role may work across all sites listed below:

Facilities	Duties
Red Earth Arts Precinct	<ul style="list-style-type: none"> <li>• Usher</li> <li>• Kiosk Attendant</li> <li>• Box Office</li> <li>• REAP Event Assistant</li> <li>• Arts Development &amp; Events Assistants</li> </ul>
Libraries (Karratha, Dampier, Roebourne, Wickham)	<ul style="list-style-type: none"> <li>• Library Assistant</li> </ul>
Recreation Precincts (Wickham Recreation Precinct, Karratha Leisureplex)	<ul style="list-style-type: none"> <li>• Program Assistants</li> <li>• Creche Assistant</li> <li>• Café Attendant</li> </ul>
Youth Centres The Youth Shed (Karratha), The Base (Wickham)	<ul style="list-style-type: none"> <li>• Youth Program Attendant</li> </ul>
Indoor Play Centre	<ul style="list-style-type: none"> <li>• Play &amp; Café Attendant</li> </ul>

### 1.1 Position Objectives

- To provide an efficient customer service to the general public, community groups and organisations throughout the City of Karratha.
- To assist permanent staff in the high-quality provision of programs, services and events in the community and at City venues.
- To assist permanent staff on any matter relevant to the operation and management of facilities
- This position is expected to work flexible hours, including some evenings and weekends, in line with facility opening hours

## **2. DUTIES & RESPONSIBILITIES**

### **2.1 Customer Service**

- Provide a consistent and high level of service to customers in person, telephone, and email.
- Communicate appropriately and effectively with community patrons and fellow staff members.
- Proficient in IT systems and the ability to utilise multiple software programs.
- Ability to apply basic problem-solving to assist customers.

### **2.2 Teamwork**

- Effectively communicate with all staff to ensure common goals are achieved.
- Support and collaborate with colleagues.
- Contribute as an effective team member, strive to learn and identify ways of improvement.

### **2.3 Facilities Duties**

- Ability to work at various community facilities under the direct supervision of the facility supervisor and/duty manager.
- Maintain a clean, professional, and safe facility at all times.
- Report any equipment that is not operating.
- Undertake duties as required.

### **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 direct supervision of the Supervisor of the facility
- Works in accordance with approved Council's policies, procedures, and guidelines.
- Ability to assist in the facilitation and supervision of programs at specified facilities.
- Experience in dealing with the public.

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

- Ability to problem solve with solutions found in established processes and procedures.
- Ability to use initiative and clear thought processes during stressful situations.
- Good cash handling skills and numeracy skills.
- Ability to work with limited supervision.

### **3.3 Interpersonal Skills**

- Basic 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.
- Experience in working with young people, including those from culturally and/or linguistically diverse backgrounds, particularly Indigenous communities.
- Understanding of issues that affect youth and experience working with young people with complex and diverse needs.
- Demonstrated customer service skills
- Ability to work well within a team environment.
- Work as an effective member of a team in relation to the public presentation of the facility and cleaning duties.

### **3.4 Qualifications and Experience**

- Experience in working within the recreation industry and working with children
- Experience working within the youth services field is highly desirable, particularly delivering, and supervising programs for young people
- Ability and willingness to work outside of 'normal working hours' as defined in the City of Karratha Industrial Agreement; weekend availability highly desirable.
- Current I'm Alert online basic food safety or willingness to obtain
- Responsible Service of Alcohol certification or willingness to obtain
- Previous experience in a customer service role
- Experience using merchant facilities (EFTPOS)
- National (or Federal) Police Certificate (no more than 6 months old)
- Current Working with Children Check ( for 18+ applicants) or willingness to obtain
- Current Provide First Aid Certificate
- Current C class driver's licence is desirable