Position Number:

Leisure Services Officer

Current Incumbent:

Classification: Band 3
Directorate: Community
Department: Active Living
Branch: Active Living
TRIM: M17/95817
Position Description

Position Objectives

- The Leisure Services Officer is a multi-skilled position that contributes to the efficient and effective operation of Aquamoves in a number of the following functional areas dependant on skills and qualifications.
- The Leisure Services Officer refers to an employee who works in any or all of the customer service areas of pool attendance, reception, gym and or events. Each employee must hold the appropriate qualification for the duties undertaken.
- The Leisure Service Officer plays a key role in Aquamoves achieving its vision to be the hub of health and wellbeing in Greater Shepparton by motivating and educating our community to enjoy health, active, happy and connected lives.

Key Selection Criteria

- Excellent customer service and member engagement skills
- Excellent written and verbal communication skills and ability to build relationships with staff, members, guests and client groups
- Proven history of engaging in professional development and ensuring relevant qualifications are kept up to date.
- Flexibility to meet the demands of the centre. The position may involve morning, evening and weekend work.
- Demonstrated commitment to Council values of respect, take ownership, courageously lead, working together, continually innovate and start the celebration.

Key Responsibility Areas

General

- Provide a high level of service to internal and external customers including members, guests and user groups.
- Make a positive personal contribution to the successful operation of the centre supporting the purpose to improve the health, fitness and wellbeing of our community.
- Engage in professional development to ensure service delivery remains at the forefront of the industry

- Maintain a high standard of personal presentation
- Maintaining and present work areas to a high standard
- Actively cross promote Aquamoves programs and services to members and guests
- Assist in administering first aid when required and accurately reporting and recording of all incidents
- Complete all required administrative functions efficiently and effectively.

Customer Service

- Deliver highly professional service to members and guests
- Operating the centres point of sale and data base systems
- Assist in the promotion and sales of the centres programs and services including memberships and learn to Swim

Life Guard

- Supervision, rescues and emergency intervention in accordance with the centre’s policies and procedures, LSV Guidelines for Safe Pool Operations and industry standards.
- Endeavour to maintain a calm and enjoyable atmosphere for all patrons by ensuring that users are educated about safety rules and behaviour code of conduct.
- Actively educate users about the centres watch around water policy.

Gym

- Undertake member health assessments, set goals and prescribe individual programs that are industry leading and considered to be best practice
- Actively engage members and guests on the gym floor providing education, support and guidance
- Foster healthy relationships and build connection with members

Activities in the park

- Attend community events and undertake tasks as required including event set up and pack up, reporting on the event and assisting program facilitators with the delivery of the event.
- Cleaning and general maintenance of equipment used at activities and events.
- Assist with general administration tasks as required

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• Continually innovate • Start the celebration
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Ensure a safe occupational health and safety environment and ensure that all duty of care responsibilities are maintained and implemented.

Learn to swim

- Uphold the professional standards of swimming teachers at all times
- Deliver professional and engaging lessons according to the LSV Swim and Survive model
- Engage with parents to inform of students development and progression
- Participate in professional development opportunities

Accountabilities

- The efficient, effective and quality output of the centre as a whole, by providing direct support and assistance to the centre manager in accordance with centre procedures, customer needs and nominated timeframes.
- The freedom to act is governed by the procedures and objectives of the centre with regular reporting to the appropriate Coordinator and Work Group Officers.
- It is the responsibility of the staff member to monitor the validity of required qualifications and update these in accordance with industry standards

Specialist Skills and Knowledge

- A positive attitude that supports the centres aspirations create a culture of high performance
- A commitment to customer service excellence.
- Ability to complete administrative procedures
- Knowledge and understanding of aquatic, fitness and wellbeing industry
- Ability to use personal computer including point of sale software, member data base and Microsoft office.
- Commitment to ongoing training and professional development.

Management Skills

- The ability to efficiently and effectively plan and use of own time to achieve specific set objectives with the resources available and within set time frames
- Ability to initiate and recommend to supervisor improvements to procedures throughout the centre
- Ability to handle difficult customers and remain calm in emergency situations
- Ability to work under pressure and maintain a consistent approach

Judgement and Decision Making

- Work is performed according to specific guidelines and procedures under general supervision. Guidance and advice is readily available to support decision making.
- Tasks performed may involve selection from a limited range of existing systems, equipment and processes in a defined range of recurring work situations.
- Uphold the centre terms and conditions relating to entry, behaviour and participation.

Interpersonal Skills

- Highly customer focused
- Excellent communication skills of an order to sufficient to effectively communicate orally and in writing with centre customers, council employees and members of the public.
- Ability to work collaboratively as part of a team and autonomously as required
- The ability to solve minor problems.

Qualifications and Experience

All Leisure Service officers are required to hold a current Working with Children’s check and Police Check

Customer Service: CPR and First Aid would be advantageous
Life Guard: First Aid, CPR and Pool Lifeguard Certificate
Learn to Swim: First Aid, CPR and Relevant Learn to Swim qualification
Gym: CPR, First Aid and certificate III in fitness (or equivalent), registration with national peak body

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Council Values

Values reflect what we feel is important. Organisations may have core values that reflect what is important in the organisation. These values may be guiding principles of behaviour for all members in the organisation.

**Our values are:**
- **Respect first, always** We are attentive, listen to others and consider all points of view in our decision making.
- **Take ownership** We take pride in honouring our promises and exceeding expectations, and are transparent with and accountable for our actions.
- **Courageously lead** We lead with integrity, and stand up and stand by what is in the best interests of the Greater Shepparton community.
- **Working together** We work collaboratively to create higher quality outcomes that are more efficient, thoughtful, effective and responsive. We cannot accomplish all that we need to do without working together.
- **Continually innovate**
- **Start the celebration** As ambassadors for our people and place, we proudly celebrate the strengths and achievements of Council and the Greater Shepparton community.

Occupational Health and Safety

The incumbent, in conjunction with the OH&S committee, is responsible for the effective implementation of the Greater Shepparton City Council Safety Management System and demonstrate a commitment to effective risk management and minimisation.

- Take reasonable care for their own safety and that of others at work
- Obey all instructions from their Supervisors issued to protect their own personal health and safety and that of others
- Actively participate in OH&S, safety training and awareness programs
- Follow and encouraging work group adherence to Safe Working Procedures, instructions, guidelines and practices and recommend change if considered inadequate
- Use safety devices and PPE correctly and when required
- Report any Incidents, near misses or safety hazards to supervisors, management or HSR’s
- Ensure that they do not endanger any other person through any act or omission at work
- Ensure they are not affected by the consumption of alcohol, drugs, illness or fatigue as to endanger their safety or that of others
- Actively participate in work group OH&S activities such as toolbox sessions

Customer Service

Greater Shepparton City Council recognises customer service as a whole of council responsibility. We will strive to provide service excellence through:

- Informed professional guidance and advice
- Listening to and understanding our customer needs
- Developing skilled and motivated staff
- Strengthening relationships between staff and the customer
- Ongoing evaluation reporting and continuous improvement

**Who are our customers?**

Our customers are persons or organisations that use or needs a service provided by Greater Shepparton City Council.

**Our Definition – Customer Service:**

We believe service excellence is the ability to provide a high quality consistent and empathetic service to our customers in line with council objectives and statutory obligations.
Recordkeeping Responsibilities

As an employee of the Victorian Public Service Sector, it is your responsibility to create and capture a full and accurate record of your work related decisions and activities. It is also your responsibility to ensure that all records are managed in accordance with the Greater Shepparton City Council’s Records & Information Management Policy, Framework and associated procedures.

Accountability and Extent of Authority

The incumbent is subject to annual review (pursuant to Local Government Authorities Award 2001) and is accountable for:

- The Officer is accountable to their Manager for providing accurate, effective and customer focused support to meet the needs of the Council.
- The position allows the Officer the authority to make decisions about the implementation of appropriate work practices to achieve the objectives and responsibilities of this position.
- The Officer has the authority required to carry out the duties and responsibilities of the position in accordance with established procedures, business rules and standards.

Extent of Authority

Subject to, and within the framework of, the provisions of relevant legislation and statutory requirements, and the Council’s policies and procedures, the incumbent has the authority to provide advice and assistance to management and staff in accordance with: the Council Plan; relevant human resources, industrial relations, and anti-discrimination legislation; relevant Awards and certified agreements; Council’s policies and procedures; and accepted organisation standards.

Emergency Management

The Greater Shepparton City Council understands and accepts its roles and responsibilities in emergency management operations described in the Emergency Management Act 1986 and it is a core function of Council business.

At times the incumbent may be asked to assist in Council’s emergency management operations, within reason.

Risk Management Responsibilities

All staff members are to:

- Understand the principles and purpose of Risk Management and the associated framework
- Understand all the risks associated with their activities and assist their manager / team leader in the identification and management of risks
## Organisational Relationship

**Reports To:** Relevant Coordinators

**Internal Liaisons:**
- Chief Executive Officer
- Executive Leadership Team
- Manager – Active Living
- Aquamoves Centre Manager
- Aquamoves Coordination team
- Aquamoves Employees
- Responsible Managers
- All Staff

**External Liaisons:**
- Active Living Facility Users
- Contractors
- Agencies
- Schools
- Businesses
- Community

## Acknowledged:

**Employee:**

________________________________________________________

**Signature:**

________________________________________________________

**Date:**

________________________________________________________

## Counter Signed:

**Employer Representative:**

________________________________________________________

**Signature:**

________________________________________________________

**Date:**

________________________________________________________