



Performance Profile Customer Service Officer- Recreation Services

Our Vision	Our Objectives	Our Values
A vibrant coastal community, connected to the environment, living the village lifestyle.	<ul style="list-style-type: none"> Enhance community connection and well-being. Operate as environmental custodians for the future. Support local jobs, industry, and small business and facilitate sustainable development. 	Consistency Sustainability Honesty Integrity Teamwork Transparency Respect
Our Commitment		
Protect what makes us special, improve our quality of life, and plan for future generations.		

Position:	Customer Service Officer - Recreation Services	Direct Reports:	Nil
Department:	Community Services		
Reports to:	Recreation Services Coordinator		
Status:	Part-Time/Casual		

Performance Summary
<p>The Customer Service Officer is expected to:</p> <ul style="list-style-type: none"> Maintain a high level of customer service to the community whilst providing a multi-functional approach to the required outcomes of the Denmark Recreation Centre. Be an active support officer within the Recreation Services team in providing sound and responsive service to patrons attending the Centre. Be solution focused and have a 'can do attitude'. Be inspired and motivated as part of the Recreation Centre team. Champion the Shire's vision, values and mission statement.

Key Responsibilities

- Assist in the initiation and marketing of leisure activities according to demand and seek to ensure the optimum use of all available resources.
- Assist in the management of the Denmark Recreation Centre and all its amenities in accordance with established processes, guidelines and standards.
- Receive and process booking enquiries for the hire of facilities in the Centre, McLean Park, and Denmark High School Oval.
- Accept hire charges and program fees and ensure that all income received is balanced and passed to the Shire office for banking.
- Maintain user statistics for all user groups at the Centre.
- Ensure Council's duty of care is maintained by assisting in supervising activities within the Centre and applying the Centre's code of acceptable behaviour.
- Assist in monitoring all user groups within the Centre and supervision of "unattached" users.
- Undertake regular security checks throughout the building and its surrounds.
- Assist in coordinating and administering of the Centre's programs as directed by the, Recreation Services Coordinator.
- Assist in ensuring that equipment is serviceable and set up appropriately for the commencement of programmed activities. Gym equipment to be regularly checked, cleaned and maintained.
- Assist in preparing game fixtures, organising an umpire roster and liaising with teams.
- Relief supervision of children in the crèche during morning classes when required.
- Undertake reception duties and control of patrons entering the Centre.
- Undertake other duties as requested by the Recreation Services Coordinator.

Position Requirements

- Developed numeracy and word processing skills
- A high level of keyboard and computer skills with a basic to intermediate user level of Microsoft Word and Excel packages
- Well-developed customer relations skills
- Sound administration skills
- An understanding of Record Management principles
- Good interpersonal skills
- Physical fitness capable of undertaking manual duties
- Basic knowledge of recreation activities, programs and facility management
- Experience in front line customer service delivery
- Experience in receipting and balancing of cash transactions
- Experience in reporting and recording statistical information
- Experience in preparation of game fixtures and rostering of duty umpires
- Experience in supervising young children of crèche age.
- Current Police Clearance (National)
- Working with Children Check
- Senior First Aid accreditation
- 'C' class Drivers Licence

General Accountability, Attitude, Behaviour and Conduct

Every person carrying out work for the Shire has a personal accountability, obligation and responsibilities, attitudes, behaviour and conduct, as detailed in the Shire's Code of Conduct, including:

- Adhering to management directives and approved policies and procedures.
- Taking reasonable care to ensure personal safety and health at work of themselves and other persons.
- Adhering to lawful and reasonable directions from the employer and particularly those relating to employee integrity, confidentiality, Shire reputation, efficiency, fraud and corruption prevention.
- Respecting and maintaining Shire values and culture.

Certification

As the occupant of this position, I have noted and agreed to the Values, statement of duties, responsibilities and other requirements as detailed in this document.

NAME _____

SIGNATURE _____

DATE _____

MANAGER _____

SIGNATURE _____

DATE _____

PERFORMANCE PROFILE REVIEWED

DATE October 2024