

Position Title	Sports Centre Assistant
Department	Community Services
Unit	Customer Experience and Recreation
Team	Morris lemma Indoor Sports Centre
Supervises	Nil
Reports To	Team Leader Morris lemma Indoor Sports Centre
Grade Range	Grade B
Date Prepared	1/03/2018
Date Last Updated	21/02/2024

Our Vision & Values: A leading organisation that collaborates & innovates



We are committed
to **safety**



We work as
one **team**



We act with
integrity



We care about
our **customers**



We **continuously**
improve

Primary purpose of position

To deliver quality customer service to the users of the Morris lemma Indoor Sports Centre in a professional and courteous manner and to complete administrative duties as required.

To assist with the supervision and control of a safe and enjoyable environment at the Morris lemma Indoor Sports Centre in accordance with Council's policies, the requirements of the public and industry standards.

To provide accurate information and resolve customer enquiries and issues on the full range of Council's services through personal attention or referral to specialist staff as necessary.

To display behaviours which are consistent with Canterbury-Bankstown City Council's vision of "A leading organisation that collaborates and innovates".

Accountabilities






- Effectively deal with an extensive range of enquiries in an environment that can be fast-paced and challenging.
- Ensure a positive customer experience through a high level of public relations and customer service to all users, including handling customer complaints and feedback.
- Serve as first point of contact for customer enquiries, transaction and action requests, ensuring high service standards and performance objectives are achieved and escalate customer requests, enquiries and transactions as appropriate, to other corporate or operational areas for response.
- Help promote and foster a strong sense of commitment to customer satisfaction throughout Council's operations.
- Ensure personal presentation is professional at all times, including abiding by Council's Uniform Policy.
- Participate in prescribed training programs and seek opportunities to remain knowledgeable of current practices, policies and procedures relating to Council services
- Perform cashiering duties including the use of the POS system, reporting and balancing.

- Ensure consistently high levels of cleanliness, hygiene, safety and security within the Centre surrounds.
- Ensure the correct use, correct set up/pack down, proper storage and security of all Centre equipment.
- Assist with Centre programs and activities when required.
- Perform first aid procedures as required.
- Promote teamwork and communication through collaborative work practices.
- Maintain appropriate documentation and record keeping by following all customer service procedures.
- Carry out general functions in relation to reception and kiosk areas when required, which includes preparation and/or cooking of food and making coffee.
- Day to day general cleaning requirements of the Centre, including common areas, amenities and the kiosk.

Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Profile – Trades/ Operational

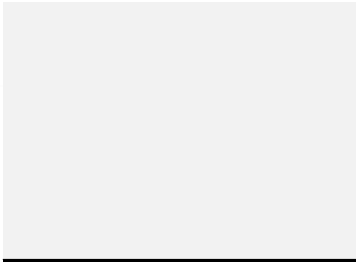
Capability Group	Capability Name	Level
 Personal Character	Lead Self	Intermediate
	Display Resilience	Foundational
	Act with Integrity	Intermediate
	Safety and Accountability	Intermediate
 Relationships	Communicate and Engage	Foundational
	Customer and Community Focus	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Innovate and Improve	Foundational
	Deliver Results	Foundational
 Resources	Finance	Foundational
	Assets and Tools	Intermediate
	Technology and Information	Foundational
	Procurement and Contracts	Foundational
 People Leadership	Manage and Develop People	N/A
	Inspire Direction and Purpose	N/A
	Optimise Workforce Contribution	N/A
	Lead and Manage Change	N/A

Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
Relationships		
Customer and Community Focus	Intermediate	<ul style="list-style-type: none"> Identifies and responds quickly to customer needs Demonstrates a thorough knowledge of services provided Puts the customer and community at the heart of work activities Takes responsibility for resolving customer issues and needs
Personal Character		
Safety and Accountability	Intermediate	<ul style="list-style-type: none"> Follows through reliably and openly takes responsibility for own actions Understands delegations and acts within authority level Is vigilant about the use of safe work practices by self and others Is alert to risks in the workplace and raises them to the appropriate level
Results		
Think and Solve Problems	Foundational	<ul style="list-style-type: none"> Finds and checks information needed to complete own work tasks Breaks down information and issues into component parts Thinks through the options available and checks his/her suggested approach Refers complex issues and problems to a manager/ supervisor
Personal Character		
Lead Self	Intermediate	<ul style="list-style-type: none"> Understands what needs to be done and steps up to do it Pursues own and team goals with drive and commitment



- Shows awareness of own strengths and weaknesses
- Asks for feedback from colleagues and stakeholders
- Makes the most of opportunities to learn and apply new skills

* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of “focus” capabilities can change over time, reflecting changing work priorities and current team strengths.

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the General Manager.

Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

Work Health & Safety

All staff are required to adhere to Council’s WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

Records Management

All staff are required to comply with Council’s Records and Information Management policies, procedures and guidelines.

Qualifications and Experience

Essential Qualifications

- Current First Aid Certificate
- Working with Children's Check

Essential Experience

- Experience in customer service environment and excellent customer service skills
- Experience working in a indoor recreational facility or similar environment.
- Experience using a Point Of Sale system, reporting and balancing
- Experience in managing customer relationships.
- Computer literacy skills.

Desirable Qualifications and or Experience

- Experience with bookings of a facility or similar
- Experience in competition management
- Experience in children’s programming

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does this position require incumbent to undergo criminal reference check?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does this position require incumbent to demonstrate good driving Licence class required: C Class Drivers Licence	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Will incumbent need to make disclosure of pecuniary interest?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Could there be a conflict of interest with secondary employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>