



Position Description

Position:	Customer Service / Bookings Assistant - Contract		
Directorate:	Community, Culture & Leisure	Unit:	Culture & Leisure
Pay Grade	C(E-4)	Hours of work:	38 hours per week including a weekend day Weekdays Hrs: 5.00am – 11.00pm Weekend Hrs: 7.00am – 7.00pm
Location:	Willoughby Leisure Centre – Small St, Willoughby	Special Requirements:	Covered by Child Protection Legislation Act 2012 & 2013. Prohibited persons should not apply.
Reports to:	Services Supervisor	Date Created:	Sept 2020

Background

The Willoughby Leisure Centre (WLC) is a recreational facility within the Willoughby Local Government area. It consists of a Health Club, Swim School, a 25 metre 8 lane heated indoor pool, leisure pools, spa and sauna and two court indoor stadium. The activities offered include swimming, group fitness, holiday programs, swim school, crèche and sports court hire.

Centre operation hours are 5.00 am to 11.00 pm weekdays, 7.00 am to 7.00 pm weekends and public holidays.

The Centre employs 14 permanent full time staff as well as casual employees.

Willoughby Leisure Centre also manages two offsite facilities, 139 Artarmon Rd Community and Northbridge Baths.

Purpose of Position

To ensure consistent high quality customer service is delivered to members and visitors across a range of operational areas including facility bookings, the provision of program and services information, and merchandise sales.

The position will also assist the Services Supervisor with supporting the Creche and school holiday program staff with service and program delivery.

Duties & Responsibilities:

- Provide accurate facility, program and service information to customers in a friendly and professional manner
- Liaise with customers and program staff in order to continually improve customer service
- Promote and sell Willoughby Leisure products and services, contributing to the Centre's financial targets
- Ensure merchandise displays are re-stocked
- Complete administrative tasks related to sales including daily shift reconciliations
- Assist with the coordination of bookings for Willoughby Leisure Centre and off site venues including invoicing, the production of booking sheets and off- site inspections
- Assist with Sports Hall equipment set up and pack down
- To training, assist and support all Services staff members to improve service delivery
- Assist with rostering and covering of shifts for all Service's area
- In the event of an emergency, take on the role of the Communication's Officer.
- Perform other duties relevant to the position as directed by the Centre Management Team

Key Challenges

- Managing work priorities effectively within required timeframes and to agreed standards
- Maintaining a comprehensive knowledge of WLC programs, services policies and procedures
- Delivering consistent customer service to a wide range of customers

Knowledge, Experience and Skills

- Demonstrated strong customer service skills across a diverse range of customers
- Proven ability to work in a busy member –based customer service role
- Demonstrated ability to problem-solve, making decisions promptly, in line with established procedures.
- Ability to accurately undertake point of sale operations and financial reconciliations
- Excellent communication, negotiation and interpersonal skills
- Experience with online booking systems
- Excellent organisational and time management skills
- Ability to work independently and as part of a team
- Current NSW Driver's Licence
- Current Working with Children clearance
- Awareness of and commitment to the principles of Work Health and Safety (WHS) and a commitment to attend relevant training.
- Awareness of and commitment to the principles of Equal Employment Opportunity (EEO)

Desirable Criteria

- Previous experience in the leisure industry
- Previous experience in sales and memberships
- Senior First Aid, CPR certificate & Lifeguard License or willingness to obtain

Contacts Arising from the Position:

Internal

- All other Centre staff






External

- Members

- All Council staff
- Customers
- Centre users
- Residents
- Suppliers/Contractors

Our Corporate Direction and Values:

At Willoughby City Council all employees are to observe and commit to our Corporate Direction and Values

Inspired People Inspired Performance				
<ul style="list-style-type: none"> • Serve our community well • Enhance our environment • Facilitate the economy • Wisely advise decision makers 				
To be a human centred, high performing team				
Our aspirations				
 <p>LEAD</p> <ul style="list-style-type: none"> • Take personal responsibility • Plan for impacts and partner to solve • Help and support others to grow; model behaviour • Demonstrate ethical behaviour and leadership 	 <p>LEARN</p> <ul style="list-style-type: none"> • Create and take opportunities to learn and grow • Seek advice and ideas to make wise decisions for now, and the future • Experiment and innovate to solve issues; try new things; learn from failures • Step up to challenges; own and solve your problem 	 <p>CARE</p> <ul style="list-style-type: none"> • Care for our communities and the environment • Welcome and include; ensure safety for all • Respect and recognise others and their achievements; listen • Exercise thoughtful and wise compassion 	 <p>SHARE</p> <ul style="list-style-type: none"> • Team up and share our common purpose and path • Share and celebrate knowledge, experience, ideas and success • Communicate in a respectful way and provide honest feedback • Be clear in direction and expectations, including behaviours 	 <p>DELIVER</p> <ul style="list-style-type: none"> • Deliver the outcomes sought by the community and for the environment • Make a difference; add value • Provide appropriate, quality works and service • Provide the right resources and culture to deliver

Organisational Responsibilities:

All employees have general organisational responsibilities. These include:

1. Understanding and complying with the spirit and content of Council’s Code of Conduct. A copy of the Code is provided at formal induction and is available on Council’s intranet under “**Human Resources**”.
2. Fulfilling all work health and safety responsibilities as outlined in the Work Health and Safety Policy, which is provided to all staff at induction and available on Council’s intranet under Human Resources – Policies and Procedure.

3. Providing commitment to Council's Sustainability Charter and applying the principles of sustainability to all work practices.
4. Complying with Council's Contractor Management System when engaging contractors.
5. Responsible and accountable for creating, registering and keeping records as required by the State Records Act 1998, abiding by the Information Management Policy and using the required systems and procedures.
6. Understanding and undertaking all work in accordance with relevant Council policies and procedures. [Council's policies and procedures may be varied, changed or revoked by Council at any time].