

POSITION DESCRIPTION

POSITION TITLE	Recreation Facilities Attendant
DIRECTORATE - SECTION	Community Engagement – Community Development
LEVEL - EBA	3 - Salaried
RESPONSIBLE TO	Recreation Facilities Supervisor

OUR VISION

Connected Communities, Valuing Nature and Creating our Future Together.

OUR SIMPLE GUIDING PRINCIPLES

Ensure everything we do will make Kalamunda socially, environmentally and economically sustainable.

OUR VALUES

- SERVICE** Provide excellent customer service at all times, through effective listening and understanding, in order to go beyond the commonplace when we serve others.
- PROFESSIONALISM** Maintain professionalism by upholding the corporate image, speaking carefully and acting quickly to ensure others know we are reliable, respectful and competent.
- QUALITY** Uphold quality and show initiative through clear thinking, planning mindfully, acting decisively, measuring carefully and regularly reviewing the goals to be achieved.

ORGANISATIONAL STRUCTURE & FUNCTIONS



THE OVERALL OBJECTIVE OF THIS POSITION

To provide a high level of customer service to the public by performing duties efficiently and contributing to the overall efficient running and promotion of the Hartfield Park Recreation Centre through positive communication and responding to customer needs.

KEY RESULT AREAS

CUSTOMER SERVICE

Maintain a high level of customer service by assisting with customer enquiries and through efficient and effective performance of duties.

CASH HANDLING

Maintain a high standard of cash handling by ensuring accurate receipting of monies, end of shift/day process, banking procedures and reporting of income.

PERSONAL ATTRIBUTES

- Clear communicator, both written and verbally
- Positive customer service focus
- Strong ethical behaviour
- Enjoys working collaboratively with others to make things happen

WORKPLACE HEALTH AND SAFETY

- Employees must take reasonable care for their own health and safety and that of others who may be affected by their actions or omissions.
- Comply, so far as they are reasonably able, with any reasonable instruction given by the City to allow the City to comply with WHS laws.
- Cooperate with any reasonable policy or procedure of the City relating to health or safety at the workplace.

WORKPLACE COMPETENCY

Uphold the City's values of Service, Professionalism and Quality and demonstrate behaviours that reflect the organisations values, supports cross functional teams and meets customer and organisational needs.

TRAINING/QUALIFICATION(S)

- Working with Children Check
- Senior First Aid
- CPR
- National Police Clearance

SELECTION CRITERIA

1. Demonstrated commitment to customer service excellence
2. Highly organised, with great attention to detail
3. Highly developed computer skills
4. Processing transactions and cash handling procedures
5. Setting up and packing away of sporting equipment
6. Flexible and willing to expand knowledge within their position
7. Professional in appearance and strong work ethic

PHYSICAL REQUIREMENTS

The City welcomes people with a disability to apply for this position. Reasonable workplace accommodations and aids are available as required.

- Ability to use computers to read, analyse and produce written materials.
- Hearing, vision and cognitive abilities required to engage with members of the public/stakeholders and other staff by phone, in person and in writing.
- Able to sit for extended periods of time.
- Cognitive and psychological abilities required to problem solve in a demanding administrative context (guidance for complex problem solving is available).
- Carry and erecting sporting equipment which will involve bending and trunk rotation.
- Long periods of standing.

DIVERSITY

The City of Kalamunda is committed to and values the advantages and benefits that equity, diversity, and inclusion (EDI) brings to all its staff. The City seeks to integrate the principles of EDI throughout the organisation, to enrich our perspective, improve performance, increase community value, and enhance the probability of achievement of our goals and objectives.

DRIVERS LICENCE

1. Possession of a current 'C-A' (Automatic) or 'C' (Manual) class driver's licence allowing the holder to drive legally in Western Australia.

AGILITY

This position description reflects the City's requirements at a point in time and is subject to change. The City may modify this position description at any time, provided the skills, qualifications, competence and training remains within a reasonable range of the original position.

REVIEWED BY: Coordinator Recreation Facilities
DATE PD REVIEWED/APPROVED: 22 May 2024
