

POSITION DESCRIPTION/SPECIFICATION

1. POSITION IDENTIFICATION

Title	Sports Umpire - Soccer	Level	5B (LC)
Business Unit	Leisure and Cultural Services	Position Number	00985
Directorate	Corporate Services	Date Established	June 2009
Reporting to	Sports Supervisor	Date Updated	September 2024

2. KEY OBJECTIVES:

- To deliver an umpiring service for the Craigie Leisure Centre Court Sports programs that meets the needs of a diverse and growing community.
- Provide a high level of customer service to both internal and external customers and stakeholders.
- To promote a safe environment.

3. KEY ACCOUNTABILITIES:

- Ensure that all activities undertaken as a Sports Official are in accordance with the City's protocols and procedures.
- Customer service is delivered in accordance with the City's Customer Service Charter and relevant protocols and procedures.
- Comply with WHS legislation, City protocols, procedures and other WHS related requirements, and actively support the City safety systems.

4. KEY ACTIVITIES:

ACTIVITIES

Outcome: Programs and Services

- Provide professional and accurate umpiring of games in accordance with Craigie Leisure Centre by-laws.
- Assist in the set-up and the dismantling of courts and equipment.
- Ensure that all court equipment and facilities are clean and tidy.
- Actively promote other products and services of the Craigie Leisure Centre.
- Identify ways to improve programs and work practices.
- Maintain knowledge of the current by-laws for the specific sports competitions.
- Attend meetings and in-house training as required.
- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge and experience.

Outcome: Work Health and Safety

- Work in a safe manner that will not endanger the safety and health of yourself, other workers or members of the public.
- Ensure that safe working conditions and practices are in place at all times by taking personal ownership of safety.
- Report unsafe practices or hazards to supervisors or safety and health representatives immediately.
- Consult and cooperate with management on matters relating to workplace safety and health.

Outcome: Customer Service

- Deliver quality customer service by proactively identifying and resolving specific customer needs and exceeding their expectations.
- Facilitate appropriate interaction between employees and customers.
- Liaise with other members of Craigie Leisure Centre as required ensuring a coordinated approach to all activities.
- Maintain confidentiality and privacy of customer records.

5. WORK RELATED REQUIREMENTS

Essential Skills, Knowledge, Experience and Qualifications:

Skills:

- Demonstrated interpersonal and verbal communication skills, with the ability to communicate effectively with employees, members and the general public.
- Ability to demonstrate correct umpiring techniques.
- Ability to implement game management procedures.

Knowledge:

- Working knowledge of rules, regulations, guidelines and by-laws advocated by relevant key industry bodies.
- Knowledge of tribunal and suspension procedures.
- Knowledge of Work Health and Safety legislation.

Experience:

- Previous experience umpiring court games.
- Previous experience working in a service environment dealing with customers, members and the general public.

Qualifications / Clearances:

- Current umpiring accreditation for specific sport and/or relevant experience.
- Current satisfactory Working with Children Check (WWCC) or appointment to position will be subject to evidence of application for WWCC, either prior to or on commencement, and attainment of satisfactory WWCC.

6. EXTENT OF AUTHORITY

- Freedom to act within established guidelines.
- Duties require supporting a game or sport.

7. WORKING RELATIONSHIPS

Level of Supervision:

- Works under regular supervision

Internal:

- Craigie Leisure Centre employees

External:

- Sports teams/players
- General public and members

8. POSITION DIMENSIONS

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO THE POSITION	0
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