City of Joondalup

POSITION DESCRIPTION/SPECIFICATION

1. POSITION IDENTIFICATION

Title	Activities Assistant	Level	2A
Business Unit	Leisure and Cultural Services	**Position Number**	00987, 01002
Directorate	Corporate Services	**Date Established**	June 2009
Reporting to	Aquatics Supervisor/ Lifestyle Programs Supervisor	**Date Updated**	July 2019

2. KEY OBJECTIVES

- Assist in delivering leisure centre programs and activities.
- Promote a safe environment.
- Provide a high level of customer service to both internal and external customers and stakeholders.

3. KEY ACCOUNTABILITIES

- Ensure that all activities undertaken are in accordance with the City's protocols and procedures.
- Ensure opportunities are actively sought to increase patronage of Leisure Centre products and services.
- Customer service is delivered in accordance with the City's Customer Service Charter and relevant protocols and procedures.
- Comply with OSH legislation, City protocols, procedures and other OSH related requirements, and actively support the City safety systems.
- Ensure professional knowledge is kept up to date.

4. KEY ACTIVITIES

ACTIVITIES

Outcome: Programs and Services
- Provide assistance, guidance and supervision to participants in leisure centre activities and programs.
- Ensure that all equipment and facilities are clean and tidy.
- Actively promote other products and services of the City of Joondalup Leisure Centres.
- Report any maintenance requirements to the supervisor.
- Identify ways to improve programs and work practices.
- Maintain satisfactory level of skills and qualifications.
- 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: Occupational Safety and Health
- Adhere to all City procedures to maintain a safe environment for both customers and employees.
- Be proactive in maintaining a safe and hygienic work environment through the effective supervision of customers.
- Report any incidents, unsafe practices, accidents and or injuries.
- Identify hazards, assess and control risks in accordance with established safety and health standards, policies and procedures.
- Report any maintenance or cleaning issues immediately.

Outcome: Customer Service
- Provide a high level of customer service to employees, members and patrons.
- Respond to customer enquiries, feedback and requests in an efficient and professional manner.
- Liaise with other team members as required ensuring a co-ordinated approach to operational activities.
- Maintain confidentiality and privacy of customer records.

5. WORK RELATED REQUIREMENTS / SELECTION CRITERIA

Essential Skills, Knowledge, Experience and Qualifications:

Skills:
- Excellent interpersonal and verbal communication skills.
- Basic numeracy and written communication skills

Knowledge:
- Adequate knowledge of leisure centre activities, operations and programs.
- Basic knowledge of procedures and equipment used in leisure centre activities and programs.

Experience:
- A service environment dealing with customers and the general public.

Qualifications / Clearances:
- Current Provide First Aid Certificate (HLTAID003) or willingness to obtain within the first 3 months of appointment to position.
- Current satisfactory Working with Children Check (WWCC) or willingness to obtain if required (not required for activities associated with adults only).

6. EXTENT OF AUTHORITY

- Work outcomes are regularly monitored.
- Solutions to problems found in established procedures and instructions, assistance is readily available.
- With experience, employees may have sufficient freedom to exercise judgment in the planning or their own work and within these confines.

7. WORKING RELATIONSHIPS

Level of Supervision:
- Works under direct supervision

Internal:
- Leisure Centre employees
- Other City of Joondalup management and employees.

External:
- General public, members and clients
- Commercial agencies (contractors and suppliers).

8. POSITION DIMENSIONS

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION	0