

WHITEHORSE CITY COUNCIL

Position description

Job title: Customer Service and Administration Officer (Leisure & Recreation Services)	
Classification: Band 4	Effective Date: November 2025
Reports to: Leisure and Recreation Program Coordinator	Tenure: Temporary

About Us:

At Whitehorse City Council, community is at the heart of everything we do.

We aspire to be a healthy, vibrant, prosperous and sustainable community. We enable this through strong leadership and community partnerships.

We strive to stay ahead of evolving changes and needs of our community.

Our five key principles empower our employees to be innovative and provide an excellent customer experience. We are a resilient organisation where everyone belongs.



CREATe - Our Values and Behaviours:

Our shared values and behaviours are integral to how we go about our work, interact with each other and our community. Our employees 'live' these shared values. In living these values we also ensure that everyone has a voice and that everyone matters.

Collaboration

We work flexibly together to achieve outcomes and solve problems.

Respect

We actively listen, value diversity and care.

Excellence

We adapt, respond, learn and grow.

Accountability

We take responsibility and follow through on our promises.

Trust

We act with integrity and are empowered to make decisions.

City of Whitehorse is a culturally and linguistically diverse community. We are proud of the diversity of our workforce and recognise the strength this provides in meeting the needs of our community. We are committed to upholding a safe, inclusive and respectful workplace that values the contribution of all.



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Position description

Whitehorse City Council is committed to being a child safe organisation. We recognise our responsibilities to keep children and young people safe from harm and have established policies, procedures and training to achieve these commitments.

Goal Statement

The Leisure and Recreation Services Department empower, activate and connect our community. This position is responsible for ensuring a strong customer experience for internal and external stakeholders. The role involves handling enquiries from internal and external stakeholders relating to our Leisure and Recreation program.

Key Responsibilities

Position Specific Responsibilities

- Purchasing, Mail outs, Presentations, Work Processing (including meeting agendas and minutes)
- Provide administrative support to assist in the management of various stakeholder groups such as a sporting clubs, recreational groups and schools.
- Provide assistance to the Recreation Services Officer/s in the administration of season sport and recreation bookings and leases.
- Process and administer bookings including casual, and documentation for community events and seasonal bookings
- Organise various functions and forums on behalf of the Leisure and Recreation Department.
- Provide excellent customer service to both internal and external stakeholders.
- Maintain effective administrative systems and practices including database management.
- Administer set policies and procedures.
- Assist in the administration of marketing and promotional tasks.
- Provide other administrative support throughout the Leisure and Recreation Services Department as required

Corporate Responsibilities

- Adhere to all Corporate Policies, Procedures and the Organisational Goals and Values in the current Whitehorse City Council Collective Agreement.
- Understand and adhere to the Risk Management Policy (as it relates to the employees work area) and related procedures that are designed to minimise injury and/or loss to individuals, assets and equipment.
- Report any matters that may impact on the safety of Council employees or citizens, assets and equipment.

Accountability and Extent of Authority

Budget: Nil

Staff responsibility: Nil

Judgement and Decision Making

The position includes regulated activities which must be completed. Work may involve problem solving using guidelines, professional/technical knowledge or experience. Some creativity and originality may be required. Guidance and advice will always be available. Freedom to act set by clear objectives and/or budgets, frequent consultation and regular reporting and some supervision.

Qualifications and Experience

- Previous Experience in a relevant fast paced administrative support role, preferably within the sport/leisure/recreation industry.
- Previous experience in the delivery of high-quality customer service to a wide range of clients
- Understanding of the framework in which Local Government Operates
- Understanding of the sport/recreation/leisure industry and key stakeholders
- High-level skills in MS office, particularly with Word, Excel and Outlook. Knowledge of Bookable would be an advantage.

Interpersonal Skills

- Ability to liaise with a large variety of residents, stakeholders and Council employees.
- Ability to handle varying workloads and tasks and operate effectively under pressure.
- Excellent telephone technique and sound written communication skills enabling the incumbent to draft routine correspondence and reports.

Key Relationships:

Work closely with the unit coordinators, all members of the Leisure and Recreation Services Department, staff and management across the organisation. Required to maintain professional relationships with external customers and residents, schools, community groups, sporting clubs and recreational groups and other external bodies.

Management Skills

- Strong initiative and capacity to work in a team environment. Ability to manage own time and pay attention to detail. Must have the ability to carry out small projects under supervision. List

Application Requirements

- Satisfactory National (and International as applicable) Criminal History Check.
- Working with Children Check.
- A valid Victorian driver's licence.

Key Selection Criteria

1. Previous Experience in a relevant fast paced administrative support role, preferably within the sport/leisure/recreation industry.
2. Previous experience in the delivery of high-quality customer service to a wide range of clients.
3. Excellent telephone technique and sound written communication skills enabling the incumbent to draft routine correspondence and reports.
4. Demonstrated ability to be an effective team member, show initiative and be a positive contributor to workplace culture and performance.
5. Ability to handle varying workloads and tasks and operate effectively under pressure.

Physical Requirements

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Kneeling/Squatting Tasks involve flexion/bending at the knees, ankle, and waist in order to work at low levels.		Never / Rarely Performed	
Hand/Arm Movement Tasks involve use of hand/arms		Performed Sometimes	
Bending/Twisting Tasks involve forward or backward bending or twisting at the waist.		Performed Sometimes	
Standing Tasks involve standing in an upright position		Performed Sometimes	
Reaching Tasks involve reaching above head, and above and equal to shoulder height		Performed Sometimes	
Walking Tasks involve walking on slopes and walking whilst pushing/pulling objects		Performed Sometimes	
Lifting/Carrying Tasks involve raising, lowering and moving objects from one level position to another		Performed Sometimes	

Physical Functional Demand	Specific Physical Job Tasks	Frequency/Duration of performance of task per day	Comments
Pushing/Pulling Tasks involve pushing/pulling away, from and towards the body		Performed Sometimes	
Keyboard Duties Tasks involve sitting at workstation and using computer.		Performed Often	
Satisfactory Vision Standard of vision required equal to that required for driver's licence		Performed Sometimes	

Any other relevant comments:

Short listed candidates may be required to attend a pre-employment medical examination. This position may be required to attend out of hours meetings.