

Job title: Customer Service and Administration Officer (Leisure & Recreation Services)	
Classification: Band 4	Effective Date: August 2022
Reports to: Program and Customer Service Coordinator	Tenure: Permanent

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 to provide an excellent customer experience. We are a resilient organisation where everyone belongs.



Excellent Customer Experience and Service Delivery



Great Organisational Culture



Innovation and Continuous Improvement



Good Governance and Integrity



Long Term Financial Sustainability

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.

Goal Statement

The Leisure and Recreation Services Department's purpose is to activate and connect our community.

To contribute to the development and achievement of the Leisure and Recreation Services Department, with a focus on providing support to the Active Communities, Recreation and Open Space Development and Leisure Units by providing outstanding administrative services and support with a commitment to quality and continuous improvement.

Key Responsibilities

Position Specific Responsibilities

- Purchasing, Mail outs, Presentations, Word Processing (including meeting agendas and minutes).
- Provide administrative support to assist in the management of various stakeholder groups such as sporting clubs, recreational groups and schools.
- Provide assistance to the Recreation Services Officer/s in the administration of seasonal sport and recreation bookings and leases.
- Process and administer bookings including casual, bonds and documentation for community events and seasonal bookings.
- Organise various functions and forums on behalf of the Leisure and Recreation Department.
- Provide frontline support to members of the Leisure and Recreation Services 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 promotion 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.

Technology:

- High-level skills in MS Office, particularly with Word, Excel and Outlook. Knowledge of Computron and Ungerboeck 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:

Works 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.

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 work place culture and performance
5. Ability to handle varying workloads and tasks and operate effectively under pressure.