



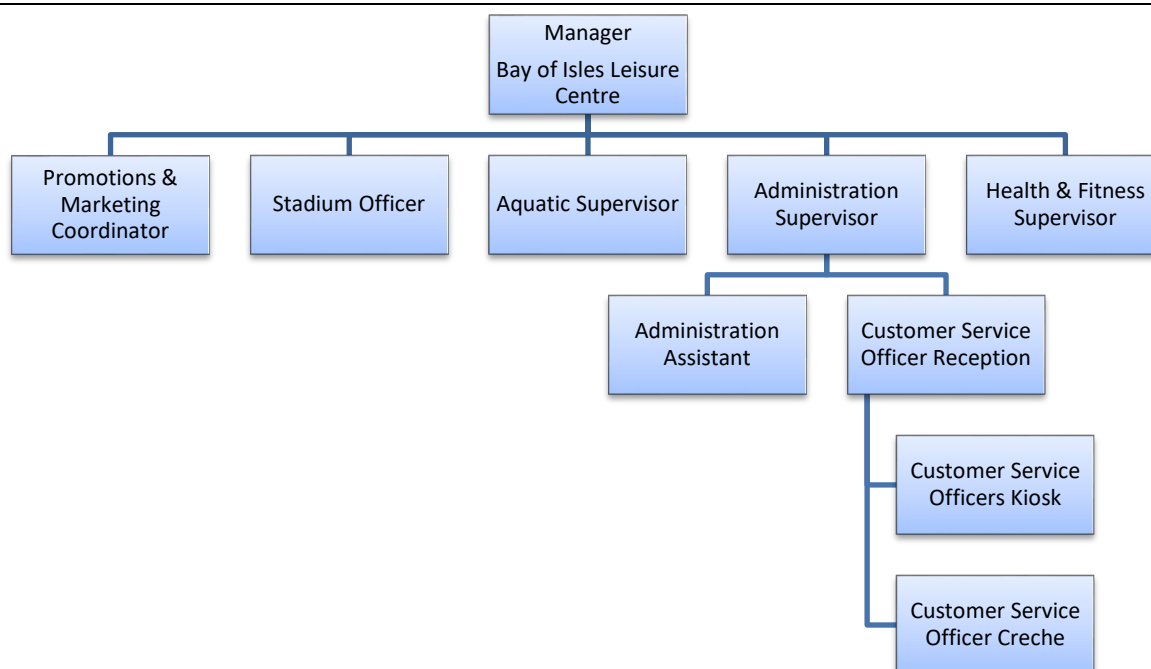
POSITION DESCRIPTION

POSITION TITLE:	Kiosk Attendant	
DEPARTMENT/DIVISION:	External Services	
LEVEL OF POSITION:	2	POSITION REPORTS TO: Administration Supervisor BOILC

1. POSITION SUMMARY

Perform cashier duties, record keeping, drink and food presentation and service, while complying with the guidelines of the *Health Act 1911* (WA). Provide external and internal customers with outstanding customer service.

2. ORGANISATIONAL CONTEXT



3. SPECIFIC ACCOUNTABILITIES FOR POSITION

- 3.1 To provide excellent customer service to all customers.
- 3.2 Serve customers whilst providing quality products and services in a timely manner.
- 3.3 Completion of kiosk duties to a high standard and within a reasonable timeframe.
- 3.4 Assist in promotion and sales of the Bay of Isles Leisure Centre programs and services.
- 3.5 Ensure high standards of public safety are observed and monitor work place procedures to ensure compliance with Occupational Health and Safety legislation whilst on duty.
- 3.6 Assist with first aid when required.
- 3.7 Assist in other areas of the centre as and when required.
- 3.8 Ensure the Bay of Isles Leisure Centre maintains outstanding presentation standards by maintaining a clean kiosk area.
- 3.9 Process all transactions on POS system, balance daily takings and report discrepancies to the customer service officer on shift.



- 3.10 Ensure all equipment is clean and sanitary including but not limited to benches, counters, basins, sinks and external counter walls.
- 3.11 Monitor and report maintenance and extra cleaning requirements.
- 3.12 Monitor and rotate stock and supplies as required.
- 3.13 Perform all duties as set out in the daily and weekly task lists for the kiosk.
- 3.14 Make up food and drink items when required.
- 3.15 Prepare and set up for parties and events.
- 3.16 Ability to be innovative, troubleshoot and make decisions in line with BOILC procedures and Esperance Shire policies and procedures.
- 3.17 Basic administrative duties.
- 3.18 Any other duties as required.

4. GENERAL ACCOUNTABILITIES OF THE POSITION

4.1 Occupational Health and Safety

- While at work, take reasonable care for the health and safety of all persons who are at your place of work and who may be affected by your acts or omission at work.
- Follow all OSH policies, procedures and practices.
- Be a team player and maintain a realistic level of industrial harmony.
- Follow policies, procedures and practices that do not discriminate against individuals in employment or education on the basis of race or ethnicity, sex, marital status, pregnancy, sexual preference, disability, age and religious or political affiliation.
- Observe National Privacy Principles and Privacy legislation.
- Always be supportive of management policies with regard to Council's Staff Ground Rules, its vision, goals, interpersonal relationships and Council's Code of Conduct.
- The Chief Executive Officer, Directors, Managers, Coordinators and on site supervisors have additional responsibilities as defined in the Shires OSH Roles and Responsibilities Procedure and Occupational Safety and Health Legislation.

4.2 Customer Service

- Maintain good relations with the general public and promote Council's operations in a professional manner at all times.
- Provide friendly, helpful and professional interaction with suppliers of goods and services, volunteer groups, other Council departments.
- Exercise a high level of interpersonal skills in dealing with the public and others.

5. SELECTION CRITERIA

5.1 Essential

- Confidence to engage customers.
- Ability to learn required food-handling procedures and undertake food-handling training.
- Basic money handling skills.
- Intermediate computer skills.
- Developed numeric skills.
- Ability to work as part of a team.
- Current First Aid Certificate
- Possess or be able to obtain a Working with Children Certificate

5.2 Desirable

- Sound knowledge of the *Health Act 1911 (WA)*.
- Sound knowledge of *Occupational Safety & Health Act 1984 (WA)*.
- Previous experience in a service environment or similar role, involving a high-level of exposure to the general public.



6. SIGNATURE

Signed by employee:..... **Date:**

Signed by supervisor:..... **Date:**

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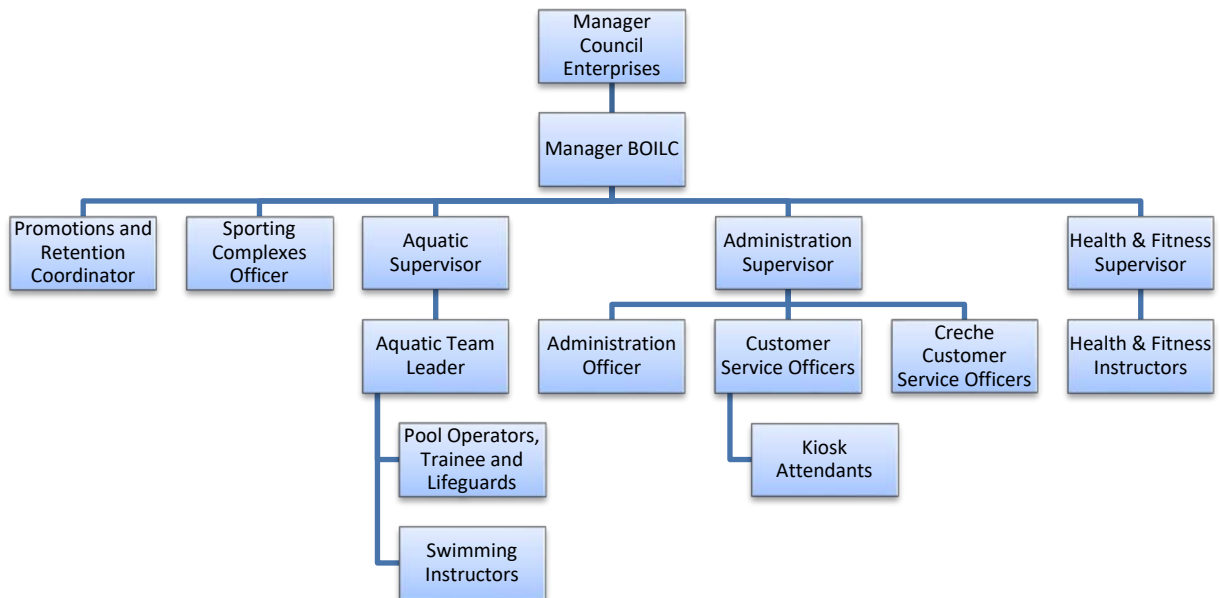
POSITION DESCRIPTION

POSITION TITLE:	Customer Service Officer BOILC	
DEPARTMENT/DIVISION:	Council Enterprises / External Services	
LEVEL OF POSITION:	2	POSITION REPORTS TO: Administration Coordinator BOILC

1. POSITION SUMMARY

To assist in the operation of the Lesiure Centre reception and services, whilst providing a high standard of customer service at the Bay of Isles Leisure Centre.

2. ORGANISATIONAL CONTEXT



3. SPECIFIC ACCOUNTABILITIES FOR POSITION

- 3.1 As first point of contact assist patrons of the BOILC to access areas and services provided by the BOILC and assist in creating a friendly atmosphere.
- 3.2 Assist the Administration Supervisor whilst working as part of the Reception and Kiosk team ensuring that all tasks are completed within both areas.
- 3.3 Ensure high standards of public safety are observed and monitor work place procedures to ensure compliance with Occupational Health and Safety legislation whilst on duty.
- 3.4 Assist in training of new Customer Service Officers as directed by the Administration Supervisor.
- 3.5 Perform practical maintenance as required and communicate any maintenance issues via a CRM (customer request module).
- 3.6 Administer first aid when required.
- 3.7 Attend to the reception and kiosk areas as and when required.
- 3.8 Attend to crèche as and when required.



- 3.9 Provide administration support when required by the Administration Supervisor and Manager Bay of Isles Leisure Centre.
- 3.10 Properly process and administer documentation and complete computer data entry.
- 3.11 Assist with the running of special events which are programmed at the Centre.
- 3.12 Work as part of a team in providing promotions for the Centre.
- 3.13 Liaise with the Manager and Administration Supervisor concerning any matter relevant to the good order and management of the Centre.
- 3.14 This position requires the employee to be physically capable of completing a range of duties on a regular basis, such as: setting up for programs, carnivals etc, rubbish collection and removal, reception duties, kiosk duties, money handling and banking reconciliations, childcare duties, when required.
- 3.15 Basic administrative duties including computer operation, EFTPOS operation, filing, photocopying, laminating etc.
- 3.16 Any other duties as required.

4. GENERAL ACCOUNTABILITIES OF THE POSITION

4.1 Occupational Health and Safety

- While at work, take reasonable care for the health and safety of all persons who are at your place of work and who may be affected by your acts or omission at work.
- Follow all OSH policies, procedures and practices.
- Be a team player and maintain a realistic level of industrial harmony.
- Follow policies, procedures and practices that do not discriminate against individuals in employment or education on the basis of race or ethnicity, sex, marital status, pregnancy, sexual preference, disability, age and religious or political affiliation.
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4.2 Customer Service

- Maintain good relations with the general public and promote Council's operations in a professional manner at all times.
- Provide friendly, helpful and professional interaction with suppliers of goods and services, volunteer groups, other Council departments.
- Exercise a high level of interpersonal skills in dealing with the public and others.

5. SELECTION CRITERIA

5.1 Essential

- Well developed public relations and interpersonal skills.
- Well developed money handling and numeric skills.
- Well developed verbal and written communication skills.
- Well developed computer skills.
- Senior First Aid certificate.
- Working with Children Check.
- Well developed teamwork, time management and organisational skills.

5.2 Desirable

- Sound knowledge of *Occupational Safety & Health Act 1984* (WA).
- 'C' class driver's licence.
- Previous experience within an Aquatic Leisure facility.
- Previous experience in a service environment or similar role, involving a high-level of exposure to the general public.



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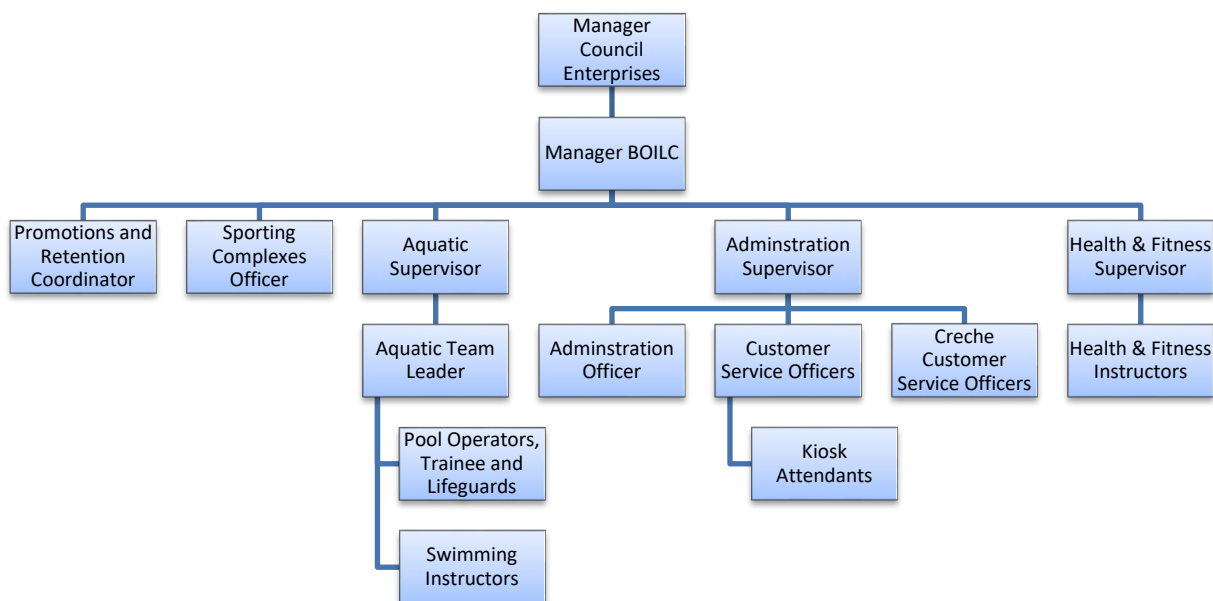
POSITION DESCRIPTION

POSITION TITLE:	Pool Lifeguard	
DEPARTMENT/DIVISION:	Council Enterprises	
LEVEL OF POSITION:	2	POSITION REPORTS TO: Wet Supervisor

1. POSITION SUMMARY

Assist the Wet Supervisor in providing effective supervision of the Bay of Isles Leisure Centre and its patrons. Ensure the highest level of safety is maintained for the patrons of the Bay of Isles Leisure Centre. Responsible for pool supervision and set up of the centre for user groups.

2. ORGANISATIONAL CONTEXT



3. SPECIFIC ACCOUNTABILITIES FOR POSITION

- 3.1 Maintain an excellent level of customer service to internal and external customers.
- 3.2 Make decisions based on operational procedures to solve minor problems or customer complaints.
- 3.3 Maintain a high standard of aquatic supervision at all times
- 3.4 Ensure the centre is set up, clean and safe for customers at all times.
- 3.5 Conduct safety audits, administer first aid and pool water tests as directed by the Wet Supervisor and Pool Operators.
- 3.6 Assist in the development and implementation of programmes and services in the aquatic area.
- 3.7 Ensure compliance with the following policies and principles are met at all times:



- Occupational Health and Safety;
 - Equal Employment Opportunity principles and Harassment Free environment;
 - Ensure aquatic supervision is maintained to meet our Duty of Care obligations.
- 3.8** Administer first aid when and if required.
- 3.9** Setting up for functions, activities and/or events.
- 3.10** Cleaning of building confines, change rooms and aquatic areas to ensure facility is litter free and presented to a high standard at all times.
- 3.11** Other duties as required as would be reasonably expected from an employee of this level and ability.

4. GENERAL ACCOUNTABILITIES OF THE POSITION

4.1 Occupational Health and Safety

- While at work, take reasonable care for the health and safety of all persons who are at your place of work and who may be affected by your acts or omission at work.
- Follow all OSH policies, procedures and practices.
- Be a team player and maintain a realistic level of industrial harmony.
- Follow policies, procedures and practices that do not discriminate against individuals in employment or education on the basis of race or ethnicity, sex, marital status, pregnancy, sexual preference, disability, age and religious or political affiliation.
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- The Chief Executive Officer, Directors, Managers, Coordinators and on site supervisors have additional responsibilities as defined in the Shires OSH Roles and Responsibilities Procedure and Occupational Safety and Health Legislation.

4.2 Customer Service

- Maintain good relations with the general public and promote Council's operations in a professional manner at all times.
- Provide friendly, helpful and professional interaction with suppliers of goods and services, volunteer groups, other Council departments.
- Exercise a high level of interpersonal skills in dealing with the public and others.

5. SELECTION CRITERIA

5.1 Essential

- Excellent customer service and interpersonal skills.
- Previous experience in supervision of aquatic areas.
- Current Senior First Aid certificate, including defibrillator operation.
- Current RLSSA Bronze Medallion, Surf Life Saving Bronze Medallion or Pool Lifeguard certificate.
- Ability to work in a team environment.

5.2 Desirable

- Working knowledge of industry policies and procedures in relation to pool supervision.
- Knowledge of relevant statutory and industry standards, Occupational Health and Safety policies and procedures.
- Pool Managers Certificate.
- Studies/Certificate in Leisure/Recreation.



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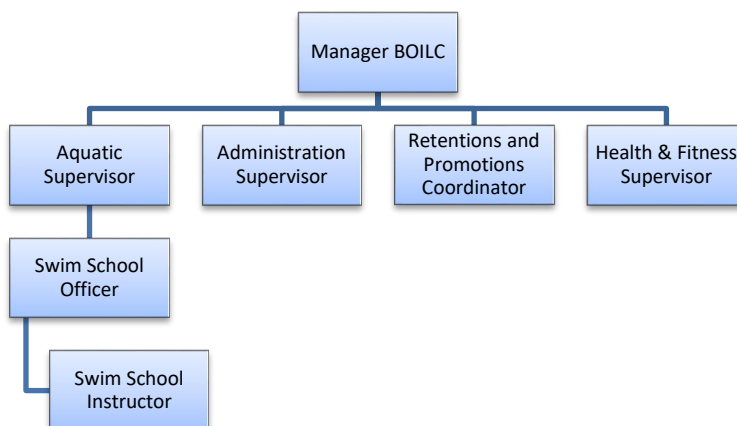
POSITION DESCRIPTION

POSITION TITLE:	Swim School Instructor	
DEPARTMENT/DIVISION:	Council Enterprises, Bay of Isles Leisure Centre	
LEVEL OF POSITION:	2	POSITION REPORTS TO: Swim School Officer

1. POSITION SUMMARY

To provide swimming lessons to groups, schools and individuals within the Bay of Isles Swim School program guidelines. Swimming lessons are to be provided in a professional, safe, fun and educational environment in which students progressively learn to swim.

2. ORGANISATIONAL CONTEXT



3. SPECIFIC ACCOUNTABILITIES FOR POSITION

- Deliver swimming instruction as per the Swim School's Operation Manual to groups, schools and individuals.
- Provide a professional, safe, fun and educational environment in which students progressively learn to swim.
- Supervise students during swim classes at the highest standard of safety. Complete required administration tasks specific to the Swim School program.
- Work in cooperation with other instructors and the Swim School Officer to continually develop and improve the Swim School program at the Bay of Isles Leisure Centre.
- Communicate effectively with the Swim School Officer and within the team.
- Implement all policies and procedures, ensuring a safe and secure environment for all.
- Maintain required qualifications and attend professional development courses provided by the BoILC.
- Attend training as set out by the BoILC senior staff when required.
- Any other duties as required.

4. GENERAL ACCOUNTABILITIES OF THE POSITION

4.1 Occupational Health and Safety

- While at work, take reasonable care for the health and safety of all persons who are at your place of work and who may be affected by your acts or omission at work.



- Follow all OSH policies, procedures and practices.
- Be a team player and maintain a realistic level of industrial harmony.
- Follow policies, procedures and practices that do not discriminate against individuals in employment or education on the basis of race or ethnicity, sex, marital status, pregnancy, sexual preference, disability, age and religious or political affiliation.
- Observe National Privacy Principles and Privacy legislation.
- Always be supportive of management policies with regard to Council's Staff Ground Rules, its vision, goals, interpersonal relationships and Council's Code of Conduct.
- The Chief Executive Officer, Directors, Managers, Coordinators and on site supervisors have additional responsibilities as defined in the Shires OSH Roles and Responsibilities Procedure and Occupational Safety and Health Legislation.

4.2 Customer Service

- Maintain good relations with the general public and promote Council's operations in a professional manner at all times.
- Provide friendly, helpful and professional interaction with suppliers of goods and services, volunteer groups, other Council departments.
- Exercise a high level of interpersonal skills in dealing with the public and others.

5. SELECTION CRITERIA

5.1 Essential

- Demonstrated ability to teach swimming to groups of students while motivating, mentoring and providing enjoyment for students whilst educating students progressively in water safety and learn to swim.
- Well-developed written and communication skills.
- Demonstrated Customer service skills.
- Sound knowledge of Occupational Safety and Health practices.
- Current Austswim Teacher of Swimming and Water Safety Certificate or equivalent.
- Current Working with Children Card
- Current Apply First Aid Certificate.

5.2 Desirable

- Austswim Inclusion, Competitive Strokes, Adult and Infants Instructor qualifications.
- Current Bronze Medallion Certificate or ability to complete.

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POSITION DESCRIPTION

POSITION TITLE:	Health & Fitness Instructor (Casual)	
DEPARTMENT/DIVISION:	External Services/Bay of Isles Leisure Centre	
LEVEL OF POSITION:	2	POSITION REPORTS TO: Health & Fitness Supervisor

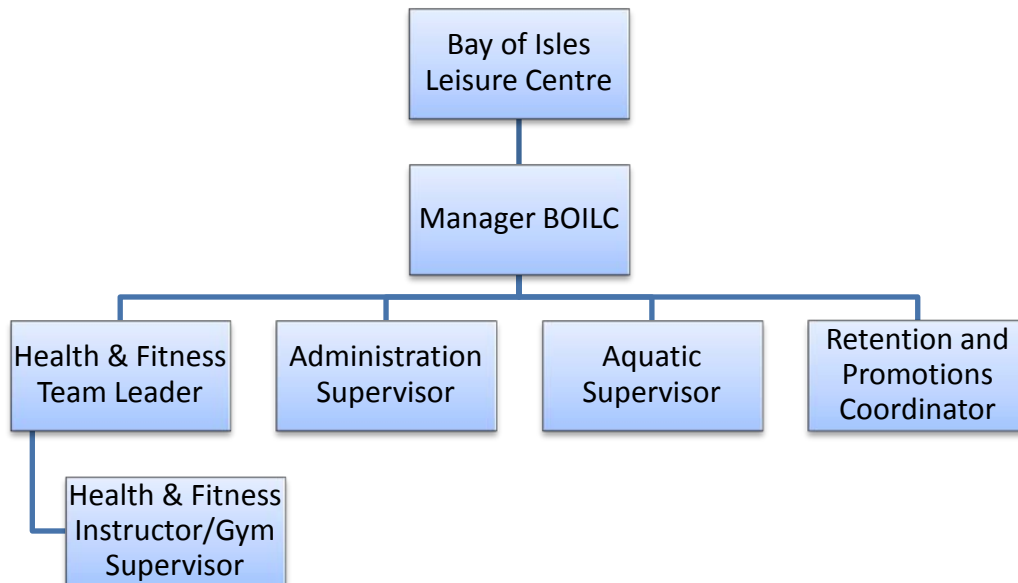
1. POSITION SUMMARY

Instruct and conduct health and fitness programs and classes as directed. Undertake basic fitness assessments.

Assist and liaise with the Health and Fitness Team Leader regarding fitness programs.

2. ORGANISATIONAL CONTEXT

BAY OF ISLES LEISURE CENTRE



3. SPECIFIC ACCOUNTABILITIES FOR POSITION

- 3.1 Supervise patrons and program participants in a class environment and in the gym area.
- 3.2 Maintain and conduct regular inspections and general supervision of Leisure Centre patrons whilst on duty.
- 3.3 Undertake client fitness appraisals.



- 3.4 Maintain confidentiality of all appraisals and assessments conducted on clients of the centre.
- 3.5 Show and demonstrate to clients the correct usage of gymnasium equipment.
- 3.6 Administer first aid if and when required.
- 3.7 Undertake professional development to maintain required accreditations as required at own expense.
- 3.8 Wear uniform, as provided by the Bay of Isles Leisure Centre.
- 3.9 Maintain the cleanliness and good working order of the gym and all equipment.
- 3.10 Report any damaged or faulty equipment to Health & Fitness Supervisor or Aquatic Supervisor if Health & Fitness Supervisor is not available.
- 3.11 Maintain Health & Fitness administration system and record stats
- 3.12 Set up before and pack away after classes.
- 3.13 Liaise with class participants at the beginning and end of each class.
- 3.14 Update class routines on a regular basis.
- 3.15 Maintain a positive and enthusiastic approach to conducting classes.
- 3.16 Wear appropriate workout clothes, as decided by the Instructors in consultation with Management. Clothes are to be purchased by Instructors.

Other Duties

- 3.21 Other duties consistent with the expected performance of a similarly graded position and as authorised by the Health & Fitness Supervisor or Manager of Bay of Isles Leisure Centre.
- 3.22 If there are no participants in a class, instructors shall have the choice of the two (2) options below;
 - 1) Do not work and receive 30 minutes for the lesson; or
 - 2) Undertake cleaning and maintenance duties in the Gym for one hour, and be paid at an hourly rate consistent with the relevant award. Health and Fitness Supervisor will supply a cleaning/maintenance schedule.

4. GENERAL ACCOUNTABILITIES OF THE POSITION

4.1 Occupational Health and Safety

- While at work, take reasonable care for the health and safety of all persons who are at your place of work and who may be affected by your acts or omission at work.
- Follow all OSH policies, procedures and practices.
- Be a team player and maintain a realistic level of industrial harmony
- Follow policies, procedures and practices that do not discriminate against individuals in employment or education on the basis of race or ethnicity, sex, marital status, pregnancy, sexual preference, disability, age and religious or political affiliation.
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4.2 Customer Service

- Maintain good relations with the general public and promote Council's operations in a professional manner at all times.



- Provide friendly, helpful and professional interaction with suppliers of goods and services, volunteer groups, other Council departments.
- Exercise a high level of interpersonal skills in dealing with the public and others.

5. SELECTION CRITERIA

5.1 Essential

- Sound customer service skills.
- Public relations and interpersonal skills.
- Recognised accreditation as a Group Fitness Instructor, Personal Trainer and/or Gym Instructor.
- Fitness Australia accreditation.
- Ability to undertake fitness assessments.
- Sound knowledge of Occupational Safety & Health practices.
- Basic computer skills.
- Senior First Aid Certificate.
- WWC.

5.2 Desirable

- "C" class driver's licence.
- Minimum twelve months experience working in a Leisure Centre facility.
- Les Mills qualifications
- Additional class qualifications, THUMP, Spin and ETC.

6. SIGNATURE

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