



POSITION DESCRIPTION

Title : RECREATION AND COMMUNITY SERVICES OFFICER
Section : OPERATIONS

1. POSITION IDENTIFICATION

Title : Recreation and Community Services Officer
Classification : Level 3 of Local Government Industry Award 2020
Section : Operations

2. POSITION OBJECTIVES

- Provide effective supervision of patrons using the Shire's Community and Recreation facilities, introduce new community programmes, activities and workshops for all ages and to ensure that maximum benefit is derived from the facility by the local community.
- Provide excellent proactive customer service in the areas of front counter reception, recreation, library and community services
- Assist with delivery of services and programs available at the Shire libraries.
- Assist with the Community Resource Centres when required.

3. REQUIREMENTS OF THE POSITION

Skills

- Developed marketing, programming and promotional skills
- Developed communication skills including written, oral and interpersonal skills.
- Proven administrative skills, including time management.
- Computer skills – Microsoft Office.

Knowledge

- Sound knowledge of Local Government Practices and Procedures.
- Sound knowledge of Safety procedures including emergency evacuation.
- Sound knowledge of community processes and structures.

Qualifications / Experience

- Experience in co-ordinating community-based programmes
- Working with Children Check.
- First aid certificate

4. KEY DUTIES AND RESPONSIBILITIES

- Liaise with existing and potential users of the facility on matters relevant to ensure all users receive a high level of service.
- Establish contacts and maintain liaison with schools, community groups, service providers and recreation bodies that function within the Shire of Coolgardie.
- Supervise and engage with patrons utilising the centre as appropriate.
- Promote Centre based programmes to provide opportunities that will benefit the community.
- Ensure that all routine and general maintenance requirements are reported to the Recreation and Community Services Coordinator or Place Manager.
- Manage bookings, payments or invoicing for the use of the Community and Recreation Facilities, this also includes the Shire Community Bus.
- Actively contribute to the recreation department, provide support and assistance to the Recreation / Community Services Co-ordinator.
- Provide support to other services available from and in the Community and Recreation Facilities.
- Provide excellent customer service within the recreation and resource centre.
- Library duties including the processing and returning of the State Library deliveries.
- Ensure the presentation of the recreation and resource centre is of a high standard.
- Other duties to be covered on a day-to-day basis include:
 - Setting up and packing up for functions and/or activities/events
 - Reception, cashiering and shire administration requirements
 - Securing of premises
 - Other duties as required or requested by the Recreation and Community Services Co-ordinator.

5. GENERAL ACCOUNTABILITIES OF THE POSITION

Occupational Health & Safety

- To take reasonable care for their own safety and health and to avoid harming the safety and health of other people through any act or omission at workplaces.
- Proactively comply with all Shire OSH Policies, Procedures, and Guidelines, Practice, duties and other relevant conditions. As well as with the WA OSH Act 1984, OSH Regulations 1996, all other relevant Regulations, Codes of Practice and Australian Standards.
- As far as reasonably possible comply with instructions given by their employer or an authorised person in the interests of safety and health and in accordance with the OSH Act.
- Must report to their manager, supervisor, OSH Representative, HR and/or other relevant contact person work related injuries, near misses and any hazards at the workplace that they cannot correct themselves.
- Must use, store and maintain personal protective equipment as properly instructed, and not damage or misuse any equipment or facilities provided in the interests of safety and health.
- Participate in and where possible provide leadership for a continuous improvement culture of safety where best practice initiatives are entrenched in daily business activities.

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.

6. ORGANISATIONAL RELATIONSHIPS

Responsible to:	Coolgardie Place Manager
Supervisor of :	N/A
Internal Liaison :	Executive Team Coolgardie Place Manager Recreation Centre Staff All staff
External Liaison :	General Public Local Schools Service Providers WA State Library User Groups Sporting associations.

7. EXTENT OF AUTHORITY

Operates under direction of the Coolgardie Place Manager within established guidelines and policies of Council as well as statutory provisions of the various Acts and other legislation.

Freedom to act is limited by standards and procedures.

UPDATED	:	MARCH 2023
APPROVED BY	:	CHIEF EXECUTIVE OFFICER