



# Employment Application Package

Dry Operations Duty Officer

# Position Description

## Dry Operations Duty Officer

<b>Directorate</b>	Corporate Services
<b>Tenure</b>	Casual
<b>Level</b>	EBA Level 4

Shire of Murray staff are expected to embrace the following values, which underpin positive culture and guide strategic and operational decisions.

Our values are **REAL**

### Respect

#### ***For our Community***

Adopt and maintain a customer focus, serve the community with pride and passion, ensure decisions taken help businesses to thrive, protect our environment and improve quality of life.

#### ***For our Councillors***

Take pride in serving Councillors as the elected representatives of our community; ensure that a sound understanding of the community guides advice to Council.

#### ***For our Colleagues***

Approach problems with a we over me mentality, collaborate and support each other to achieve organisational goals.

### Excellence

Be outcomes-focused and innovate, ensure continual learning and growth, build strong relationships, adopt a can-do attitude, be proactive, participatory and inclusive, listen to understand and empower, close the loop.

### Accountable

Care about your work, take pride in what you do, own your mistakes and let your learnings guide you to achieve better results and grow, be open and transparent.

### Leadership

Be a steward of our community, your team and the organisation, create a positive working environment, take initiative,

## Position Objectives

- To assist in the safe and efficient provision of dry program's and services at the Murray Aquatic & Leisure Centre.
  - To undertake venue preparation and supervision of daily "dry" activities and hire.
  - To provide support to customer service and kiosk staff.
  - To contribute to increasing the utilisation of the Murray Aquatic & Leisure Centre by the community.
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## Key Duties/Responsibilities

### General

- Oversee the delivery of "dry" services and customer behaviour while on duty, ensuring safe, clean and professional standards are being achieved.
- Act as the responsible officer for dry side operations in the absence of senior staff, handling customer responses and providing staff assistance/supervision as necessary.
- Act as the Deputy Chief Warden or Chief Warden (when Duty Supervisor is not on Shift) in the event of an emergency.
- Provide first aid to customers as required.
- Undertake any other duties consistent with the level of the position as directed by Management.

### Programs

- Maintain venue requirements each day, including conducting pre-use site inspections, and setting up/packing away equipment (chairs, score benches, sports rings/posts, etc.).
- Undertake aspects of venue presentation to ensure maximum patron experience and safety (court sweep and scrubbing, sports office set up and spot cleaning, equipment maintenance/preparation, etc.)
- Assist the Coordinator Leisure & Lifestyle in the efficient operation and administration of sporting competitions, including liaising with teams and officials as required and completing/obtaining sports documents.
- Assist in the development, promotion and facilitation (within competency) of programmes operating at the Centre (across all departments).
- Assist with the development and delivery of holiday and one-off programme/events/activities.
- Assist hire groups to deliver their programs (Centre obligations) to achieve a safe and efficient level of operation.
- Respond to customers and user groups in a courteous and efficient manner, using initiative to assist in resolving requests and enquiries.
- Promote, process and assist customers with venue hire requests.

## Customer Service

- Support customer service staff during busy periods and provide cover during breaks.
- Provide a professional and efficient counter and telephone service to members, customers and internal staff.
- Actively log customer requests into the customer request management system.
- Work in close collaboration with other departments to ensure up-to-date and accurate information and advice is provided to customers.
- Provide membership information and conduct sales tours and/or inductions to new/prospective members if required.
- Assist with providing administrative support including cash handling, cash reconciliation and banking procedures.
- Undertake data entry as required.

## Kiosk

- Provide support to kiosk staff as required during busy periods as possible.
- Undertake food and beverage sales to customers including some food preparation.
- Complete online certificates in Safe Food Handling, and Fuel to Go & Play training.

## Organisational

- Embrace and participate in change to better achieve the Shire's goals and objectives.
- Exercise discretion, initiative or seek judgement where practises and direction are not clearly defined. Maintain strict confidentiality.
- Actively participate in the ongoing development, compliance and promotion of professional customer service standards.
- Actively embrace and display Shire of Murray values.
- Identify, assess and report strategic, operational and project risks.
- Comply with Council's Code of Conduct ensuring probity and ethical behaviour in all dealings.
- Recommend changes or strategies which promote a 'Continual Improvement' and 'Best Practice' approach to service delivery where relevant to the scope of the position or department.
- Promote, maintain and improve the working environment and practises to ensure compliance with Industrial Awards, Work Health & Safety, Equal Employment Opportunity legislation and Council's Policies and Procedures.

## Work Health and Safety

- Ensure all staff understand and embrace the importance of safety in the workplace, equal opportunity, behaving appropriately and respecting colleagues.
- Comply with the safety policies and procedures as prescribed by the Council and abide by relevant statutory safety requirements at all times.
- Report all accidents, incidents and hazards.
- Conduct risk assessments and complete job safety analysis prior to the commencement of tasks where relevant.
- Eliminate and control hazards in the workplace using the hierarchy of controls.

- Take reasonable care to ensure your safety at work, and that of others, by complying with safety and health instructions, policies and procedures, including the WHS Act 2020 and WHS Regulations 2022.
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## Position competencies

### Skills

- Sound computer skills, including the use of Point of Sale software, Email, Microsoft Word & Excel and Internet applications.
- Excellent written and verbal communication skills.
- High level of time management skills, with the ability to work under pressure.
- Physically able to set up program and sporting equipment.
- Sound interpersonal and customer service skills,
- Good sense of initiative, with the ability to work with minimal supervision and accept accountability and responsibility for own actions, and supporting other team members.
- Ability to recommend changes or strategies which promote a 'Continual Improvement' and 'Best Practice' approach to service delivery.
- Demonstrated negotiation and conflict resolution skills.
- Ability to discuss issues and problems with a view to favourable resolution for concerned parties.
- Promote, maintain and improve the working environment and practices to ensure compliance with Industrial Awards, Occupational Safety and Health, Equal Employment Opportunity legislation and Council's Policies and Procedures.

### Knowledge

- Basic knowledge of community sport competition management
- Basic knowledge of leisure Centre services and operations.

### Qualifications and Experience

- Interest and/or experience in community sport and programs.
- Hold a current unrestricted "C" or "CA" class national driver's licence.
- Provision of a current National Police Clearance not more than three months old is required to support eligibility to this position.

## Organisational Relationships

Reporting to	Coordinator Customer Service (MALC)
Member of	Murray Aquatic and Leisure Centre
Liaison with	Staff, CEO, Directors, Customer Service, Leisure & Lifestyle, members, general public.

## Organisational Chart



## Work-Related Requirements

Previous experience in a recreation, sport or customer service environment.	<b>Essential</b>
Sound interpersonal, communication and conflict resolution skills.	<b>Essential</b>
Good standard of computer literacy, including the use of Word, email and internet.	<b>Essential</b>
Ability to supervise others with a good sense of initiative and sound decision making.	<b>Essential</b>
Experience developing or overseeing programs for users/customers.	<b>Desirable</b>
Current first Aid certificate (prior to commencement).	<b>Essential</b>
Provision of a National Police Clearance not more than three months old (required to support eligibility for this position).	<b>Essential</b>
Hold a current unrestricted C or CA class drivers' licence.	<b>Essential</b>
Previous experience with venue/shop point of sale software	<b>Desirable</b>
Experience or understanding in the delivery of programs and/or operation of community level sport.	<b>Desirable</b>

# Employment Conditions

## Dry Operations Duty Officer

<b>Salary</b>	An EBA Level 4 salary range between \$42.27 to \$44.65 per hour (inclusive of 20% casual loading) will be offered dependent upon skills and experience.
<b>Agreement</b>	Shire of Murray (Administration Staff) Enterprise Bargaining Agreement 2023.
<b>Hours</b>	This is a casual position working as per roster requirements.
<b>National Police Clearance</b>	Provision of a National Police Clearance not more than three months old will be required prior to commencement in this position.
<b>Supporting Documents</b>	Originals of supporting documents must be made available on request (e.g. National Police Clearance, Motor Vehicle Licence/s and Tertiary Qualifications where applicable).
<b>Probationary Period</b>	A standard probationary period of six (6) months applies to all new appointments within the Shire. The probation period may be extended if necessary.
<b>Superannuation</b>	As per the current Superannuation Guarantee, plus additional superannuation based on personal contributions and as per the current Enterprise Bargaining Agreement.
<b>Eligibility Requirements</b>	All applicants must be eligible to work in Australia.
<b>Benefits</b>	Free gym membership   Study assistance   Health and Wellbeing program   Service recognition program
<b>Closing Date</b>	<b>4:00pm Friday, 12 July 2024</b>  In the interests of fairness and equity, late applications will not be accepted unless an agreement was made with Human Resources prior to the closing date.



## How to apply

These guidelines have been developed to assist you in preparing your application. Candidates who address the below and who, from their applications appear competitive, will be interviewed. This decision will be based on information that you provide in your application which is relevant to the position.

### Your application will include the following documentation:

<b>Cover Letter</b>	Prepare a cover letter outlining your expression of interest and suitability for the role.
<b>Resume and References</b>	An up-to-date resume listing your experience and qualifications. Please also include at least two work-related references that may be contacted in support of your application.
<b>Work-Related Requirements</b>	<p>Outline in no more than 3 pages your ability to fulfil the role. Your application package is not required to address each criteria, however sufficient information should be provided, including relevant examples detailing your experience and skills, to demonstrate that you are suitable for the position as listed in the Position Description.</p> <p>You may wish to use the <b>STAR</b> method to assist in writing your application - Situation, Task, Action, and Result.</p> <p><b>Situation</b>   Where and when did you carry out the task or solve the problem, or handle the issue in the workplace?</p> <p><b>Task</b>   What was the specific task, problem or issue you were faced with? Who was involved? What was the nature and complexity of the task? What were the consequences if the task or issue was not handled effectively?</p> <p><b>Action</b>   What positive action did you take that displayed one or more of the core values? This is the section in which you need to be particularly concise, ensuring you describe all the actions you took that led to the success in a particular situation.</p> <p><b>Result</b>   What was the result or achievement reached from the situation described?</p> <p>Remember that you may be competing with many other applicants for this position. It is up to you to demonstrate to the panel that you understand the requirements of the position and that you have the necessary knowledge.</p>
<b>Submitting your application</b>	Submit your application to <a href="mailto:careers@murray.wa.gov.au">careers@murray.wa.gov.au</a> . If you are unable to access email, applications will be accepted via post addressed to - Chief Executive Officer, PO Box 21, Pinjarra WA 6208.

***If you require more information, please contact Human Resources on (08) 9531 7704.***




**Shire of  
Murray**

**Administration Office**

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