

**POSITION DESCRIPTION****PART 1 – POSITION DETAILS**

Position Title:	Customer & Business Support Officer
Classification Level:	QLGIA (stream A) – Division2, Section 1- Level 3
Industrial Instruments:	Torres Shire Council Certified Agreement 2019
Date prepared/ Updated:	March 2023
Position Purpose:	<ol style="list-style-type: none">1. Provide support to the Manager Sports Complexes in the operations, maintenance, safety and security of the Council's Sports Complex on Thursday Island including stadium, pool/kiosk and gymnasium and provision of a high quality of service delivery to customers.2. Assist in the development of programs to increase complexes utilisation.3. Support the Customer & Program Support Officer in the delivery of healthy lifestyle activities.
Reports To (Position Title):	Manager Business Service
Roles Reporting To This:	Nil
Key Relationships / Interactions:	<ul style="list-style-type: none">• Public using the facility• Other Council Staff both Internal and External
Decision Making Authority:	<p>The Chief Executive Officer, in accordance with the provisions of the <i>Local Government Act 2009</i>, will delegate authority to exercise such powers, delegations and judgements as determined necessary from time to time to enable the effective fulfilment of the requirements of the position.</p> <ul style="list-style-type: none">• The position is accountable to the Director Corporate & Community Services.

**PART 2 – KEY RESPONSIBILITIES**

Key Result Area	Major Tasks
Job Specific Responsibilities	<ol style="list-style-type: none">1. Ensure safe, clean & efficient management of all aspects of the Complex's operations and supervision of staff and persons using the facility.2. Assist in managing the complex kiosk selling merchandise, food and refreshments including, internal controls to ensure correct accountability for stock purchases, stock management and accounting revenue from sales.3. Liaise with the Customers & Program Support Officer to develop a management plan to ensure optimum usage and maintenance of the Sports Complex.4. Keep abreast of current Lifesaving and First Aid/CPR techniques and ensure that nominated minimum qualifications are held by all staff, associated with the Complex's operation.5. Account for the daily collection and banking of all fees and charges and other revenue received from customers.6. Keep accurate daily records relating to all financial aspects of the Council's operations.7. Carry out sufficient water quality tests procedures (3) times per day to maintain the highest possible standards.8. Maintain the quality of the water in the pools in accordance with relevant health and water quality standards.9. Assist in issuing requests for maintenance work unable to be done by Sports Complex Staff to ensure the safety of the public is not compromised.10. Keep the swimming pool, sports complex and grounds in a clean, tidy, hygienic and safe condition and in accordance with a maintenance schedule prepared by Council.11. Perform other suitable work duties as directed by the Director Corporate & Community Services or Chief Executive Officer.
Supervisory Responsibilities	<ol style="list-style-type: none">1. Public using the facility
Communication & Interpersonal Responsibilities	<ol style="list-style-type: none">1. Work as part of a team and show professionalism.2. Punctual in both attendance at work and staff meetings.3. Maintain high standards of presentation and personal grooming.4. Comply with Council's Code of Conduct.
Legislative Responsibilities	<ol style="list-style-type: none">1. Corporate recordkeeping is the responsibility of all staff. This position is required to comply with the Councils 'Corporate Recordkeeping' Policy and associated procedures.2. Observe Council's policies and procedures to ensure compliance with all relevant legislation, including:<ul style="list-style-type: none">• <i>Local Government Act 2009</i>• <i>Local Government Regulations 2012</i>• <i>Public Sector Ethics Act 1994</i>• <i>Industrial Relations Act 2016</i>• <i>Human Rights Act 2019</i>• <i>Workplace Health and Safety Act 2011;</i>• <i>Workplace Health and Safety Regulation 2011;</i>



	<ul style="list-style-type: none">• <i>Workers Compensation and Rehabilitation Act 2003</i>• <i>QLD Crime and Corruption Act 2001</i>• <i>Commonwealth Disability Discrimination Act 1992;</i>• <i>Commonwealth Age Discrimination Act 2004;</i>• <i>Commonwealth Racial Discrimination Act 1975</i>• <i>Commonwealth Sex Discrimination Act 1984</i>• <i>Environmental Protection Act 1994;</i>• <i>Environmental Protection Regulation 1998;</i>• <i>Equal Opportunity in Public Employment Act 1992;</i>• <i>Anti-Discrimination Act 1991.</i>• <i>The Public Records Act 2002</i>• <i>Public Interest Disclosure Act 2010.</i>
Workplace Health and Safety Responsibilities	Safe Plan system, Safe Work statements, Policies and Procedures. Complies with instructions given by his or her Manager and / or Supervisor. Adhere to the workplace health and safety legislation in reporting all accidents and potential hazards in a timely manner.
Confidentiality and Privacy	<ol style="list-style-type: none">1. Keep all confidential information, whether written or verbal, as well as any intellectual property developed, utilised or otherwise gained by the employee in the course of employment, completely confidential, even after completion of employment.2. Ensure compliance with:<ul style="list-style-type: none">• <i>Right to Information Act 2009</i>• <i>Information Privacy Act 2009</i>

PART 3 – PERSON SPECIFICATION

Qualifications & Experience
<ol style="list-style-type: none">1. Possess or have ability to obtain a Life Guard/Bronze Medallion certificate (Royal Life Saving Society Australia) or equivalent.2. Hold a current Applied First Aid & CPR Certificate.3. Possess or be willing to obtain a working with children suitability card (blue card).4. Gym Operator/Instructor Certificate. (Desirable)5. Swimming Instructor qualifications (Desirable).6. Advanced Resuscitation Certificate.7. Pool Operator's Certificate.8. Experience in health and fitness industry.9. Tertiary qualifications in a health/fitness discipline. (Desirable)
Technical Skills & Abilities
<ol style="list-style-type: none">1. Mature, positive attitude, good interpersonal skills and ability to Interact positively with public & stakeholders using the Councils facility.2. Ability to communicate effectively with Aboriginal and Torres Strait Islander people.



PART 4 – SELECTION CRITERIA

Essential Skills, Experience & Qualifications

1. Possess or willing to obtain a Life Guard (Royal Life Saving Society Australia) or equivalent.
2. Hold a current Applied First Aid & CPR Certificate.
3. Possess or be willing to obtain a working with children suitability card (blue card).
4. Possess or be willing to obtain a Pool Operator's Certificate.
5. Gym Operator/Instructor Certificate. (Desirable)