



## **POSITION DESCRIPTION**

### **PART 1 – POSITION DETAILS**

<b>Position Title:</b>	Customer Service & Maintenance Officer
<b>Classification Level:</b>	QLGIA (stream A) – Division 2, Section 1- Level 1
<b>Industrial Instruments:</b>	Torres Shire Council Certified Agreement 2022
<b>Date prepared/ Updated:</b>	February 2026
<b>Position Purpose:</b>	<p>Deliver the daily operations of the Thursday Island Sports Complex to ensure safe, efficient and effective service delivery.</p> <p>Support the Manager, Sports Complexes, in maintaining high operational standards and service availability for all users.</p> <p>Contribute to programs and activities that promote community participation in healthy and active lifestyles.</p>
<b>Reports To (Position Title):</b>	Manager Sports Complexes
<b>Roles Reporting to This:</b>	Nil
<b>Key Relationships / Interactions:</b>	<ul style="list-style-type: none"><li>• Manager Sports Complexes</li><li>• Director Corporate &amp; Community Services</li><li>• Finance Department</li><li>• Technical Officer Utilities</li><li>• Local Sport &amp; Recreation Organisations</li><li>• External Stakeholders</li><li>• Other Council Staff</li></ul>
<b>Decision Making Authority:</b>	The position is accountable to the Manager Sports Complexes.

### **PART 2 – KEY RESPONSIBILITIES**

<b>Key Result Area</b>	<b>Major Tasks</b>
<b>Job Specific Responsibilities</b>	<ol style="list-style-type: none"><li>1. Assist to ensure safe &amp; efficient management of all aspects of the Complex's operations and supervision of persons using the facility.</li><li>2. Keep the Sports Complex and gym in a clean, tidy, hygienic and safe condition and in accordance with a maintenance schedule prepared by Council.</li><li>3. Provide pool attendant and lifeguard services to the public when required.</li><li>4. Liaise with the public, sporting and community organisations, public/government authorities, schools and other groups to ensure the optimum delivery of services.</li><li>5. Promote the Complex and its associated facilities in a manner that promotes fun, safety, enjoyment, and achievement in line with council standards.</li></ol>



	<ol style="list-style-type: none"> <li>6. Prepare and submit reports to the Manager Sports and Recreation on a monthly basis.</li> <li>7. Maintain accurate daily records in areas of responsibility of the Sports complex operations.</li> <li>8. Assist with the maintenance of all lawns, trees and shrubs within the complex area.</li> <li>9. Perform other related work duties as directed by the Manager Sports Complexes Manager, Executive Manager Corporate &amp; Community Services and/or Chief Executive Officer.</li> </ol>
<b>Supervisory Responsibilities</b>	Nil
<b>Communication &amp; Interpersonal Responsibilities</b>	<ol style="list-style-type: none"> <li>1. Communicate clearly, politely and respectfully with customers, coworkers and supervisors.</li> <li>2. Create a welcoming environment by engaging with all people in a friendly and approachable manner.</li> <li>3. Work cooperatively as part of a team and demonstrate professionalism at all times.</li> <li>4. Lead by example through a strong work ethic and positive attitude.</li> <li>5. Follow instructions and ask questions when unsure.</li> <li>6. Provide basic information to customers and refer more complex matters to a supervisor.</li> <li>7. Report maintenance issues, hazards or incidents promptly.</li> <li>8. Complete simple records such as checklists, logbooks and timesheets accurately.</li> <li>9. Be punctual for work, meetings and assigned duties.</li> <li>10. Maintain a high standard of personal presentation and grooming.</li> <li>11. Comply with Council's Code of Conduct, policies and procedures.</li> </ol>
<b>Legislative Responsibilities</b>	<ol style="list-style-type: none"> <li>1. Corporate recordkeeping is the responsibility of all staff. This position is required to comply with the Councils 'Corporate Recordkeeping' Policy and associated procedures.</li> <li>2. Observe Council's policies and procedures to ensure compliance with all relevant legislation, including: <ul style="list-style-type: none"> <li>• <i>Local Government Act 2009</i></li> <li>• <i>Local Government Regulations 2012</i></li> <li>• <i>Industrial Relations Act 2016</i></li> <li>• <i>Workplace Health and Safety Act 2011;</i></li> <li>• <i>Workplace Health and Safety Regulation 2011;</i></li> <li>• <i>Commonwealth Age Discrimination Act 2004;</i></li> <li>• <i>Commonwealth Racial Discrimination Act 1975</i></li> <li>• <i>Commonwealth Sex Discrimination Act 1984</i></li> <li>• <i>Environmental Protection Regulation 1998;</i></li> <li>• <i>Equal Opportunity in Public Employment Act 1992;</i></li> <li>• <i>Anti-Discrimination Act 1991;</i></li> </ul> </li> </ol>
<b>Workplace Health and Safety Responsibilities</b>	The employee will assist in ensuring the work environment complies with the Workplace Health & Safety Act, Regulations, Codes of Practice and Council's 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.
<b>Confidentiality and Privacy</b>	<ol style="list-style-type: none"><li>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.</li><li>2. Ensure compliance with:<ul style="list-style-type: none"><li>• <i>Right to Information Act 2009</i></li><li>• <i>Information Privacy Act 2009</i></li></ul></li></ol>

### PART 3 – PERSON SPECIFICATION

<b>Qualifications &amp; Experience</b>
<ol style="list-style-type: none"><li>1. Hold or be willing to gain a Senior First Aid &amp; CPR Certificate</li><li>2. Hold or be willing to gain Pool Lifeguard certification</li><li>3. Possess or be willing to obtain a working with children suitability card (blue card).</li><li>4. Employment experience in the health and fitness industry (Desirable).</li></ol>
<b>Technical Skills &amp; Abilities</b>
<ol style="list-style-type: none"><li>1. Mature, positive attitude, excellent interpersonal skills and ability to interact positively with public using the facility and team members.</li><li>2. Basic knowledge of operating a sporting complex.</li><li>3. Basic understanding of bookkeeping and administration.</li><li>4. Ability to communicate effectively with Aboriginal and Torres Strait Islander people.</li></ol>

### PART 4 – SELECTION CRITERIA

<b>Essential Skills, Experience &amp; Qualifications</b>
<ul style="list-style-type: none"><li>• Willing to obtain or hold a current Senior First Aid &amp; CPR Certificate.</li><li>• Must possess or be willing to obtain a working with children suitability card (blue card).</li></ul>