

Position Description

Date Reviewed:	March 2026
Position:	Casual Customer Service Officer – Aquatic Centre
Business Unit:	Community Facilities
Directorate:	Assets & Operations
Location:	Goulburn Aquatic & Leisure Centre
Reports to:	Aquatic Centre Programs Coordinator
Remuneration:	Grade 4
Hours of Work:	A variable number of hours on a casual basis including weekdays, weekends and Public Holidays as rostered

Council Vision & Mission



Passion - Strive to always be at your best & to support colleagues to be at their best to provide outstanding service & outcomes.

Respect - Commit to always treating everyone in ways you would personally value being treated.

Innovation - Collaborate to creatively problem-solve with team members to generate new ideas being mindful of policy requirements.

Dedication - Be determined, resilient and relentless in delivering quality outcomes for the community regardless of the obstacles encountered.

Excellence - Commit to achieving & leading best-practice in our sector.

Position Statement

This position is responsible for providing effective customer service to internal and external customers of the Goulburn Aquatic and Leisure Centre.

Position Duties

- In a 7 day per week operating environment, maintain a high level of customer service, ensure all setups are completed in a timely manner and incorporate all operation requirements
- Ensure a friendly and cooperative relationship with all staff and members of the public, ensuring prompt, efficient service at all times.
- Provide reception and administration services, including telephone and counter enquiries
- Receive and account for all monies through the point of sale system. Reconcile monies in accordance to Councils operating guidelines. Report daily balances to Aquatic Customer Service Supervisor.
- Operate a computerised booking and membership system to meet service outcomes
- Manage and trouble shoot customer feedback within delegated authority.
- Assist with stock management throughout shift
- Ensure the safety of all patrons entering the facility through diligent supervision of all facilities and activities and highlighting the Centre's conditions of entry
- To ensure the safety of the public in the proper dispensing of all edible foods in accordance with the Food Act and as directed by Supervisor
- To properly maintain all kiosk equipment, ensuring work area is maintained to a high standard of presentation
- Provide intervention and preventative actions, rescues and initiate other emergency action as and when necessary
- Maintain concentrated observation of the pools and pool users in order to anticipate problems, e.g. rowdy behaviour and to identify and respond quickly to any emergency
- Undertake general cleaning and maintenance of the facilities and equipment as required to ensure they are presentable and in good working condition. Initiate action for repairs and maintenance when appropriate and report all matters to senior staff
- Provide first aid to any person on the premises in the event of injury and illness.
- Maintain a level of fitness to ensure normal duties can be carried out
- Conduct risk management and hazard identification, in accordance with Council's policies and procedures before the commencement of any works
- Ensure facilities are appropriately secured at all times and any security matters are promptly addressed
- Attend compulsory staff meetings and training as required
- Undertake such duties that are within the limits of the employee's skills, competence and training as directed by Council.
- All staff are responsible and accountable for creating and keeping accurate and complete record of their business activity in accordance with Council's records Management Policy and the Code of Conduct.

Essential Selection Criteria

- Demonstrated experience in a similar role
- A current Senior First Aid Certificate
- A current NSW Working with Children certificate
- Demonstrated communication skills and ability to work under limited supervision.
- Previous experience in food handling and preparation
- Demonstrated ability to emulate Council's values of passion, respect, innovation, dedication and excellence and to strive to achieve our vision and mission.

Desirable Selection Criteria

- Previous experience with Links booking system
- Lifeguard qualification or Learn to Swim Qualification

Competencies

Entry Level:	Satisfactorily meets essential requirements
Level 1:	• Demonstrated competence in the use of LINKS Booking System • Proven ability to build and maintain effective stakeholder relationships
Level 2:	• Demonstrated ability to work with customers to resolve difficult situations as to achieve positive outcomes for both the customer and the Centre • Demonstrated ability to process all membership and enrolment applications that do not require any corrections • Demonstrated working knowledge of each area of Aquatic Centre business units so as to provide an appropriate first level response to customers
Level 3:	• Demonstrated ability to identify and create standard operating procedures for the duties as they relate to Customer Service administration • Recommend and implement a business process improvement that is in line with Council and industry best practice • Undertake an activity that develops team cohesiveness and instil Council's values of P.R.I.D.E in the workplace
Level 4:	1 year of satisfactorily demonstrating the LEAP commitments at the level required for the role

WHS Performance Measures & Responsibilities

All Employees/Workers	
Responsibilities:	Performance Measures:
Take reasonable care for their own health and safety and ensure their acts or omissions do not adversely affect the health and safety of others.	Adhere to all safe working procedures including verbal instructions given by Managers/Supervisors. Demonstrate reasonable care of themselves and others who may be affected by their actions.
Ensure, so far as is reasonably practical, all work is performed to comply with requirements of the WHS Act and Regulations, Councils policies and procedures relating to health and safety in the workplace that they have been notified of.	Demonstrated adherence to WHS Policy and procedures. Signed acknowledgement sheets of policies and procedures that all workers have been informed of.
Assist in carrying out risk assessments and developing Safe Work Method Statements (SWMS) and Safe Work Procedures (SWPs).	Evidence of participation in performing risk assessments for all duties. Evidence of participation in developing Safe Work Method Statements (SWMS) and Safe Work Procedures (SWPs).
Ensure all work is performed in accordance with site specific risk assessments, Safe Work Method Statements (SWMS) and Safe Working Procedures (SWPs).	Demonstrated adherence to site specific risk assessments. Demonstrated use of Safe Work Method Statements (SWMS) and Safe Working Procedures (SWPs).
Report all identified hazards, accidents/incidents, and near misses to Manager/Supervisor.	Actively monitor the workplace to determine presence of hazards and initiate actions to rectify/eliminate the hazard. Reporting all hazards, accidents, incidents, and near misses to Managers/Supervisor in a timely manner.
Use and maintain all safety equipment and personal protective equipment (PPE) in accordance with relevant standards.	Demonstrated use and maintenance of safety equipment and PPE.
Commitment to WHS and promote a risk assessment approach to all activities performed by Council.	Participate in risk assessment process and the development of Safe Work Method Statements or Safe Work Procedures. Attend toolbox and other meetings relating to WHS requirements.
Have a sound understanding of the WHS requirements associated with their employment duties.	Attendance at WHS training sessions. Demonstrated awareness of WHS responsibilities outlined in position description.

Job Demands Checklist

The purpose of this section is to describe the physical and psychological risk factors associated with the job. Applicants must review this form to ensure they can comply with these requirements and successful applicants will be required to sign an acknowledgment of their ability to perform the job demands of the position.

Frequency Definitions

- Occasional: Activity exists up to 1/3 of the time when performing the task
 Frequent: Activity exists between 1/3 and 2/3 of the time when performing the task.
 Constant: Activity exists more than 2/3 of the time when performing the task.
 Repetitive: Activity involves repetitive movements.

Demands	Description	Frequency				
		O	F	C	R	N/A
Physical Demands						
Kneeling/Squatting	Tasks involve flexion/bending at the knees and ankle, possibly at the waist in order to work at low levels		X			
Leg/Foot Movement	Tasks involve use of the leg and or foot to operate machinery	X				
Hand/Arm Movement	Tasks involve use of hands/arms – e.g. stacking, reaching, typing, mopping, sweeping, sorting, and inspecting.		X			
Bending/Twisting	Tasks involve forward or backward bending or twisting at the waist.	X				
Standing	Tasks involve standing in an upright position without moving about		X			
Driving	Tasks involve operating any motor powered vehicle	X				
Driving	Tasks involve driving vehicle on unsealed roads.					x
Sitting	Tasks involve remaining in a seated position during task performance	X				
Reaching	Tasks involve reaching overhead with arms raised above shoulder height or forward reaching with arms extended.	X				
Walking/Running	Tasks involve walking or running on even surfaces		X			
	Tasks involve walking on uneven surfaces	X				
	Tasks involve walking up steep slopes					X
	Tasks involve walking down steep slopes					X
	Tasks involve walking whilst pushing/pulling objects					X
Climbing	Tasks involve climbing up or down stairs, ladders, scaffolding, platforms, trees	X				
Working at heights	Tasks involve making use of ladders, foot stools, scaffolding, cherry-pickers etc. anything where the person stands on an object other than the ground.					X
Lifting/Carrying	Tasks involve raising/lowering or moving objects from one level/position to another, usually holding an object within the hands/arms	X				
	1. Light lifting/carrying (0-9 Kg)		X			
	2. Moderate lifting/carrying (10-15 Kg)	X				
	3. Heavy lifting/carrying (16 Kg and above)	X				
Digging	Tasks involving manual digging					X
Pushing/Pulling	Tasks involve pushing/pulling objects away from or towards the body. Also includes striking or jerking.	X				
Grasping	Tasks involve gripping, holding, clasping with fingers or hands.	X				
Manual Dexterity	Tasks involve fine finger movements – i.e. keyboard operation, writing.	x				
Sensory Demands						

Demands	Description	Frequency				
		O	F	C	R	N/A
Sight	Tasks involve use of eyes (sight) as an integral part of task performance – i.e. looking at screen/keyboard in computer operation, working in dark environment, working at night.	X				
Hearing	Tasks involve working in a noisy area – e.g. workshop and/or operation of noisy machinery/equipment		X			
Smell	Tasks involve the use of the smell senses as an integral part of the task performance – e.g. working with chemicals	X				
Taste	Tasks involve use of taste as an integral part of task performance					X
Touch	Tasks involve use of touch as an integral part of task performance	X				
Psychological Demands						
	Working with animals					X
	Dealing with dead or injured animals etc.					X
Psychosocial Demands						
	Tasks involving customer service (members of the public & clients)		X			
	Tasks involve interacting with distressed or angry people		X			
	Tasks involve interacting with people with mental illness/disability	X				
Exposure to Chemical Hazards						
Dust	Tasks involve working with dust – e.g. sawdust					X
Gases	Tasks involve working with gases					X
Fumes	Tasks involve working with fumes – i.e., which may cause problems to health if inhaled. e.g. herbicides & insecticides, water treatment etc	X				
Liquids	Tasks involve working with liquids which may cause skin irritations if contact is made with skin – e.g. dermatitis	X				
Hazardous Substances	Tasks involve handling hazardous substances including storage and/or transporting.		X			
Working Environment						
Lighting	Tasks involve working in lighting that is considered inadequate in relation to task performance – e.g. glare					X
Sunlight	Exposure to sunlight			X		
Temperature	Tasks involve working in temperature extremes – e.g. working in a cool room, working outdoors, boiler room			X		
Confined Spaces	Tasks involve working in confined spaces	X				
Accident Risk						
Surfaces	Tasks involve working on slippery or uneven surfaces		X			
Housekeeping	Tasks involve working with obstacles within the area – bad housekeeping					X
Heights	Tasks involve working at heights below knee level and/or above shoulder height.	X				
Manual Handling	Tasks involve manual handling.		X			
Biological Hazards						
Biological Products	Tasks involve working around wastewater/garbage etc.	X				

Acknowledgement

This position description is a broad description of the accountabilities, duties and required capabilities relating to this position. The role and position are dynamic and may evolve and change over time in line with changing strategic and operational requirements.

I have signed below in acknowledgement of reading, understanding and accepting the contents of this document. I accept that, with consultation, my duties may be modified by Council from time to time as necessary.

Employee Name:	
Signature:	
Date:	