

Leisure Duty Manager - Leisureplex

Causal Rate \$54.128 per hour including loading

Are you passionate about customer service, recreation, and leading high-performing teams? The City of Karratha is seeking an enthusiastic Leisure Duty Manager to oversee the day-to-day operations of the Karratha Leisureplex.

What You'll be doing

- Oversee the day-to-day operations of the Karratha Leisureplex.
- Deliver exceptional customer service to patrons in person, by phone, and via email.
- Supervise, support, and motivate customer service and operational staff.
- Manage staffing levels and maintain rosters to meet operational requirements.
- Respond to customer enquiries, feedback, and operational issues in a professional manner.
- Ensure the facility operates safely, efficiently, and in accordance with policies and procedures.
- Conduct facility inspections and identify potential risks or maintenance requirements.
- Contribute to the continuous improvement of services and customer experiences.

What We're Looking For?

- Minimum two years' experience in a similar role within recreation, customer service or facility operations.
- Experience managing customer enquiries, complaints, and operational issues.
- Sound knowledge of recreation facility operations, sport and recreation programming, and Microsoft Office.
- Strong leadership skills with the ability to motivate and support staff.
- Ability to maintain staffing levels and manage rosters effectively
- Strong leadership skills with the ability to motivate and support staff. Excellent communication and interpersonal skills.
- A current C Class Driver's License and National Police Clearance (or the ability to obtain one).

Why Join Us?

- Enjoy flexible hours that support work-life balance.
- Work alongside a supportive and collaborative team
- Build your skills through hands-on experience in leadership, customer service, operations, staff supervision, and recreation facility management.

Come for a career and stay for a lifestyle!