

KARRATHA *is* CALLING

Leisure Duty Manager

Base Salary from \$89,849 to \$96,034 per annum plus super

The Leisure Duty Manager plays a key role in the day-to-day operation of the Karratha Leisureplex (KLP), ensuring the delivery of exceptional customer service and the smooth running of facility operations.

As a frontline leader, you'll oversee customer service activities, support and supervise Customer Service Officers, manage operational requirements, and act as a key point of contact for patrons. This is a great opportunity for a motivated professional who enjoys working in a fast-paced community recreation environment and is passionate about creating positive customer experiences.

What You'll Be Doing

- Lead daily customer service operations and ensure a high standard of service is maintained across all operating hours.
- Supervise, support and guide Customer Service Officers, including training and coaching team members as required.
- Manage rosters, staffing levels and cash handling processes to support smooth and efficient facility operations.
- Respond to customer enquiries in person, by phone and via email, providing accurate information and assistance.
- Promote a safe workplace by conducting inspections, managing risks and supporting health and safety requirements.

What We're Looking For

- Experience in a customer service, leisure, recreation or facility operations role, ideally in a supervisory capacity.
- Strong leadership skills with the ability to motivate, support and develop team members.
- Excellent communication and interpersonal skills, with a commitment to delivering outstanding customer service.
- Well-developed organisational, problem-solving and time management skills, with the ability to prioritise competing tasks.
- Sound computer skills, a current C Class Driver's Licence and a National Police Clearance.
- Formal qualifications in Recreation or Business Administration will be highly regarded.

Why Join Us?

- 6 weeks annual leave and 13% superannuation
- Allowances of up to \$26,188 per annum
- Enjoy your own Free individual membership to our recreation centres and pool facilities, and access \$500 of Salary Sacrifice arrangements that can be used for specific programmes or family memberships
- Up to \$3,000 per year for approved study relevant to your role
- Employee Assistance Program (EAP) for confidential wellbeing support