Position Description
Title Recreation Customer Service Supervisor

Division	Community and Strategy Division
Department	Recreation and Leisure Services
Classification Award/Stream/Level	SAMSOA/GOS/Level 2
Date Last Reviewed	May 2025

1. Position Objective

This position is responsible for the delivery of customer service to support the delivery of operations and programs provided at the Gawler Sport and Community Centre.

The role will undertake a range of tasks to ensure a high level of customer focused services and administrative support including:

- Provide the primary point of contact for all patrons of the Gawler Sport and Community Centre and providing a high level of customer service
- Provide shift supervision for the successful delivery of recreation program, facility hirers and events
- Provide oversight and guidance to Recreation staff.
- Adhere to all WHS policies and procedures, to ensure a safe space is created for all patrons frequenting the facility.
- Complete daily and general administrative tasks to support the centre's operations and programs, to a high standard and within requested timeframes.
- Provide the primary point of contact for all on shift customer service enquiries
- Respond to first aid and emergency situations in accordance with Council procedures.
- Conduct opening, closing and daily tasks, including cash handling and end of day banking reconciliations.

2. Reporting and Accountability

This position reports to the Sport and Community Centre Coordinator. The role works closely with the Recreation team to oversee operations at the Gawler Sport and Community Centre and liaises with other Council officers and outside bodies on matters related to the areas of responsibility.

The position is accountable for the delivery of all matters listed under responsibilities together with specific outcomes listed in agreed annual people development work plans.

3. Responsibilities

Operational

- Supervise the safe, effective and efficient operations, programs and services

- Provide high level of customer service to all patrons including identifying the nature of customer enquiries and respond to their needs in an accurate and timely manner
- Provide general advice and information pertaining to councils' recreation facilities and programs
- Maintain the safety of patrons and respond to first aid and emergency situations in accordance with Centre and Council procedures
- Complete daily and general administrative tasks to support operations and programs and activities
- Perform routine room inspections to ensure equipment and patron safety compliance
- Effectively open or close the facility as rostered including end of day operations and reporting.
- Ensure cleanliness of facilities is maintained to a high standard and reporting is completed as required.

Team Relationships

- On shift supervision of, and providing direction to Recreation staff
- Attend and actively participate in all team meetings and training sessions held
- Strive for and foster good working relationships with internal and external stakeholders
- Demonstrate the ability to problem solve and have the capacity to work through difficult situations
- Undertake shift handovers and communicate regularly to team members
- Assist with staff inductions and recruitment and training plans
- Manage customer complaints and or operational issues that may arise, document and report to appropriate Senior Staff as required
- Contribute to the identification, development, implementation and evaluation of improvements to departmental and team policies, procedures and workplace practices.

Financial and Asset Management

- Assist with Kiosk sales and stock control
- Oversee the accurate performance of cash handling procedures in accordance with Council's cash handling policy and procedures including floats, end of shift and end of day procedures
- Actively contribute and assist to maintain all property, plant and equipment in clean and safe working order. Report any maintenance or repairs required.

4. Corporate Responsibilities

Our People Our Culture

The Town of Gawler is committed to developing a strong organisational culture through constructive leadership, management and teamwork. The behaviours of a constructive organisational culture are organised into four main constructive styles ***Achievement, Affiliative, Humanistic-Encouraging*** and ***Self-Actualising***. It is an expectation that employees will participate in building a strong constructive culture in cooperation with each other.

Our Corporate Values



Teamwork: Working together to achieve common goals



Integrity: Responsible and accountable for our actions



Collaboration: Foster positive working relationships



Creativity: Encourage and deliver creative outcomes

Positivity: Promote respect, value and appreciation

Employees of the Town of Gawler are required to demonstrate Council's Corporate Values and to positively contribute to developing and maintaining a high-performance team focussed on outcomes, continuous improvement and customer service by:

1. identifying customer needs and expectations and responding in a polite, respectful, courteous and professional manner.
2. identifying and embracing new ways of doing things and in consultation with the Manager implementing continuous improvement strategies.
3. constructively contributing to complex and over-arching problem solving and decision making.
4. clearly understanding your role, responsibility and accountability levels and contribution to the team.
5. acknowledging other team members' achievements.
6. participating in Council's performance review process and training and development opportunities
7. maintaining confidentiality regarding issues relating to the organisation, customers and colleagues
8. supporting and facilitating a professional image of the Town of Gawler

Work Health Safety

As a member of the Town of Gawler's team, you have the responsibility to take reasonable care to protect your health and safety, and the health of safety of others within your work environment (including your colleagues and, where appropriate, members of the public) whilst you are at work and/or working. More specifically, you are required to comply with your obligations under the *Work Health and Safety Act 2012* (SA) (WHS Act) and Council's Policies and Processes in relation to Work Health, Safety, Injury Management and Rehabilitation.

In accordance with *Section 28* of the *Work Health and Safety (WHS) Act 2012*, while at work you must:

- take reasonable care of your own health and safety; and
- take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons; and
- comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the Council; and
- cooperate with any reasonable policy or procedure of the Council.

As part of the Council's safety management system, all workers are required to:

- report any hazards, near misses, incidents, accidents, injury or ill-health which arise during, or as a result of, their work.
- correctly use, and maintain, any clothing and equipment provided for the purposes of WHS.
- maintain their workplace in a tidy and safe condition.
- ensure that their safety, and that of others, is not affected by the consumption of alcohol or other drugs.
- not interfere with, remove or displace any safety devices, guards or protective equipment unless it is part of an approved maintenance or repair procedure; and
- actively participate in consultation and consideration of all WHS issues that are pertinent to their workplace.

It is expected that all Council employees are fit for the inherent job requirements and physical demands of their appointed position and will remain so during the course of their employment, in line with reasonable work, health and safety expectations.so during the course of their employment, in line with reasonable work, health and safety expectations.

Records Management
Ensure compliance and adequately manage corporate records created and received according to relevant policies, processes, and legislation.

Policies and Compliance
Maintain awareness and compliance with Part 4-Employee integrity and behaviour of the *Local Government Act 1999* and all Council policies, procedures, processes and codes. Where applicable, ensure all work is undertaken within properly delegated authority, and is compliant with relevant legislation.

5. Selection Criteria: Qualifications/Experience

In undertaking the duties of your position with the Council, you acknowledge that, at a minimum, you meet all essential attributes listed below.

Qualifications

Essential

- Current Provide First Aid and CPR
- Department of Human Services Working with Children Check or willingness to obtain
- Current unimpeded South Australian Driver's License
- Completion of Safe Environment for Children and young people 'through their eyes' training (Mandated notification) or willingness to obtain

Desirable

- Formal Qualifications in Sports Administration, Recreation Management or a similar discipline

Knowledge and Experience

- Customer Service experience is essential particularly liaising effectively with people from diverse backgrounds
- Effective literacy, verbal, and written communications skills – able to share information that is easily understood
- Sound problem solving and negotiation skills
- Good decision-making skills – able to consider alternatives and make effective decisions
- Self-motivated – with well-developed time management skills, and the ability to prioritise
- High level of interpersonal skills and work ethics
- Effective computing skills, including a working knowledge of the Microsoft Office suite of desktop applications
- Cash handling experience
- Knowledge of the policies, procedures and regulations related to the role
- Experience providing administrative support
- Experience in working in a community centre environment or recreation facility preferred.

Personal Skills and Behaviours

- Passionate about working with and for the community
- Passionate about the provision of high-level customer service and contributing to establishing strong community relationships
- Ability to effectively and constructively deal with challenging behaviours
- Ability to respond and adapt to a changing environment

- Ability to work as a cooperative team member and able to gain the trust, co-operation and assistance of staff and Council to establish effective networks and achieve departmental objectives
- Ability to engage and constructively contribute to the development of a high performing team
- Willingness to receive and respond to constructive feedback
- High level of numeracy, accuracy, and legibility
- Ability to work as part of a team and individually under minimal supervision
- Strong commitment high-level customer service and establishing strong community relationships.

WORKING TOGETHER

- Understands team outcomes and deliverables, demonstrates commitment to team goals, and actively seeks to develop and maintain effective working relationships.
- Proven ability to build and maintain positive and effective team relationships, contributing to team success.

EXCELLENCE

- A willingness to adopt different approaches to achieve results and accepts changes in job role positively.
- Demonstrates the ability to communicate effectively, both in writing and verbally, with a diverse range of customers, suppliers, staff, management levels, and individuals from various cultural and social backgrounds.
- Proven ability to maintain calm and an efficient manner during sensitive and demanding situations.

6. Variation and Review

The Council will review your Position Description as required for business or operational reasons. The Council may vary your Position Description following consultation with you. If your Position Description is varied, you and the Council will sign the amended Position Description to acknowledge its variation.

The incumbent will perform other duties as required.

Disclaimer
This Position Description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the job.

7. Acknowledgement of Incumbent

I have read the Position Description and acknowledge, understand, and accept the requirements and responsibilities of the position.			
Employee name:		(Signature)	(Date)
Supervisor name:		(Signature)	(Date)