

Melton City Council

Facility Service and Support Officer

Position Description

PD: 00155

A welcoming and liveable
City accessible to all

1. Position details

Position Title	Facility Service and Support Officer
Directorate	Community Services
Business Unit	Recreation & Facility Activation
Position Classification	Band 4
Enterprise Agreement	Melton City Council Enterprise Agreement No 10 2022 - 2026 or any successor enterprise agreement.

2. Organisational relationships

Reports to	Coordinator Leisure Centres
Supervises	Nil
Internal liaisons	• Recreation • Venues • Youth • Children Services
External liaisons	• Community sporting groups • Stadium tenants • Local Schools • General Community

3. Our Organisation

1. Council Values

Our Values; Vibrant Melton or **M**otivate, **E**mpower, **L**ead, **T**rust **O**pen and **N**urture represent how we behave and operate in all our interactions with community and each other. At Melton City Council our diversity is our strength. We foster an inclusive workplace where everyone, regardless of who they are or what they do for our organisation, is equally involved and supported in all areas of Council.

2. Occupational Health and Safety

Each employee has the right to a safe working environment and should advise their Manager/ Supervisor of any risk or condition which could result in accident or injury. Each employee is responsible for their own health and safety; to adhere to Melton City Council procedures, participate in appropriate safety education and evaluation activities.

3. Melton City Council Policies and Procedures

Our policies and procedures are set out in various documents located throughout the organisation and electronically on the intranet. It is the responsibility of each employee to familiarise themselves with these policies, procedures, including our Employee Code of Conduct.

4. Child Safe Environment

Melton City Council is committed to being a child safe organisation and has Zero tolerance for child abuse. Melton City Council is committed to creating and maintaining a child safe organisation where protecting children and preventing and responding to child abuse is at the centre of our everyday thinking and service delivery. It is the responsibility of each



employee to familiarise themselves with the Child Safe policy and procedure, including the Child Safe Code of Conduct.

5. General Information

The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

4. Position objectives

- To provide comprehensive administrative and customer service support for Leisure Centres and Indoor Stadiums, ensuring efficient operations and high levels of customer satisfaction.
- Deliver a high level of administration skills in the daily operations of the Indoor Stadiums and other functions of Council's Leisure Centres service.

5. Key responsibility areas

- Provide timely and accurate information about Leisure Centres programs, events, services, and facilities to both internal and external customers.
- Provide administrative support to the Leisure Centres team, including, collecting, and mailing of correspondence, dealing with customer enquiries, maintaining data bases and registers, completing relevant reports and taking cash sales.
- Act as a liaison and interface with the range of community and Council users of the Indoor Stadiums.
- Take all booking enquiries for hireable space within the Indoor Stadiums, maintain booking procedures and booking systems.
- Assist with the allocations and Licence Agreement processes.
- Support the Coordinator Leisure Centres to maintain systems and procedures to ensure the efficient and effective operations of Indoor Stadiums and where appropriate develop and initiate new systems and processes.
- Report all maintenance, repairs and updates of the facilities using Council's Customer Action Request system.
- Assist with the development and administration of Community Satisfaction Surveys and data collection to meet benchmark and best practice requirements.
- Meet all financial timelines including debtor and creditor invoices, day to day cashiering functions.

6. Accountability and extent of authority

- Under the direction of the Coordinator Leisure Centres, the incumbent has the authority to undertake all "day to day" activities and is expected to exercise discretion within standard practices and processes in the provision of the Indoor Stadiums.
- Observe all Leisure Centres policies and practices and undertake and implement quality control measures.
- Ensure the correct information is provided to members of the public and other Council Officers relating to Leisure Centres.

- Provide a high level of administration duties and service user satisfaction, as well as provide directions.
- Maintain confidentiality on appropriate matters and adhere to Council's policies, in respect to the giving and receiving of information.
- Ability to exercise sufficient freedom to plan own work at least a week in advance.
- Exhibit a strong dedication to Occupational Health and Safety (OHS) accountability by adhering to pertinent OHS regulations, policies and procedures, actively fostering a secure work environment, and proactively mitigating potential workplace risks.

7. Judgement and decision making

- Identify issues and offer solutions while selecting the particular method, process, or equipment to be used from a range of available alternatives.
- The objectives of the work are well defined; make sound judgements as to the most effective customer advice, recognising when to refer to a higher authority.
- Make recommendations to the Coordinator on procedures and processes that enhance and improve the daily operations.
- Guidance and advice are always available within time to make a choice.

8. Specialist skills and knowledge

- Understand broadly all functions of Council's Leisure Centres operations.
- Sound skills & knowledge of Microsoft software applications.
- Accurate cash handling skills.
- Experience in Local Government, familiarity with Council services or Indoor Stadiums is not essential but will be well regarded.
- Understanding of the relevant technology, procedures and processes used within Recreation & Facility Activation unit.

9. Management skills

- Initiate an appropriate organisational response to ensure the customer has the best possible journey and experience.
- Undertake a variety of tasks concurrently.
- Developed skills to manage time, plan and organise own work.

10. Interpersonal skills

- Communicate effectively to gain co-operation and assistance from members of the public and other employees in the performance of well-defined activities.
- Commitment to quality outcomes and efficient work practices, with the expectation to write routine reports in their field of expertise.
- Take clear and specific messages and respond in a timely manner.
- Provide professional and effective customer service.

11. Qualifications and experience

- Secondary education or a minimum of a post-trades certificate or equivalent and/or will have in addition have completed a TAFE certificate course or equivalent.
- Experience in both face to face and telephone customer service provision.
- Experience in maintaining administration systems and work processing duties are essential.
- Current valid Victorian Driver's Licence.
- Current employee Working with Children Check.

12. Key Selection Criteria

1. Secondary education or a minimum of a post-trades certificate or equivalent and/or will have in addition have completed a TAFE certificate course or equivalent.
2. Demonstrated ability to deliver high quality customer service with good communication skills are essential.
3. Ability and willingness to undertake a range of multi skilling tasks that support the Leisure Centres operations.
4. Effective and exceptional communication skills with a wide variety of people to gain their co-operation is essential and demonstrated ability to work in a team environment.
5. Sound experience and knowledge of various word processing and computer packages.

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Manager Recreation and
Facility Activation

April 2026

Approved by Position Title

Date Approved

Incumbent's name

Signature

Date

