

# Position description

## Kiosk/Service Assistant

### Summary information

|                  |                                                                             |                  |                |
|------------------|-----------------------------------------------------------------------------|------------------|----------------|
| Section          | Key Venues                                                                  | Directorate      | City Living    |
| BCC number(s)    | N/A                                                                         | Position type    | Casual         |
| Grade            | Grade 2                                                                     | Skill descriptor | Band 1 Level 2 |
| Reports to       | CEO Blacktown Venue Management/ Manager Key Venues (MKV) or his/her nominee | Direct reports   | No             |
| Approval limit   | \$0                                                                         | Release limit    | \$0            |
| Created/reviewed | July 2019                                                                   |                  |                |

### Our values



**Teamwork**



**Customer Focused**



**Innovation**



**Commitment to Safety**

Our aspiration to be the best council in Australia is reflected in our workplace values of Teamwork, Customer Focused, Innovation and Commitment to Safety. These values define who we are, what we do and how we do it. They are the basis of our culture, and influence the way we work with each other - and the way we serve our community.

It is our responsibility to apply and conduct ourselves in alignment with our corporate values. Collectively we can create a value-based organisation.

#### **Leadership is critical to all positions at Council.**

Leaders are responsible for providing direction and feedback to achieve business, operational and overall team performance objectives. They are responsible for enabling the success of their teams, and for ensuring their team can achieve all performance metrics whilst keeping each individual team member accountable. Our leaders are required to lead by example and provide coaching and support to enable their team's success.

Individual team members should engage positively with their leader to set and achieve business and operational objectives. They are responsible for taking ownership of their performance metrics to ensure they can achieve all their objectives.

### 1. Position context

The Key Venues section is positioned within Council's City Living Directorate.

Key Venues is administered under the authority of Blacktown Venue Management Limited, a company wholly owned by Council, which act as Council's managing agent.

All employees of Key Venues are employed by Blacktown City Council and seconded to Blacktown Venue Management Limited.

### 2. Position purpose

This role is primarily responsible to assist with the operations of the daily activities associated with the nominated service area, reception and kiosk areas, including organisational and administrative task, development functions and resource safety, cleanliness and appearance.

The incumbent will comply with all applicable legislation, regulation and other law, including the NSW *Work Health Safety Act 2011*, Work Health Safety Regulation 2025 and Council's Safety system.

### 3. Qualifications and experience

#### Essential:

- Excellent oral communication
- Excellent customer service
- Experience handling monies
- Current Working with Children Check.

#### Desirable:

- Current class C driver's licence
- Computer knowledge/experience
- Current CPR Certificate
- Current First Aid Certificate
- Oxygen Equipment Certificate
- Food Handling Certificate
- Ability to work within a team environment
- Availability to work flexible working hours.

### 4. Authority

The incumbent has the authority to take any reasonable action that is consistent with the responsibilities of the position and to ensure the safe and efficient undertaking of work activities.

The incumbent's authority is subject to any limitation imposed by the management team, organisational policies, procedures and work instructions.

## 5. Key accountabilities

### Position specific

- To assist in ensuring the safety and well-being of all patrons and user groups to the nominated facility by the provision of high-quality service preparation and delivery. Such responsibility shall extend to all areas of the facility
- To respond accordingly to any First Aid or Emergency and to work cooperatively with other staff/professionals/others in the treatment of such
- If this role is identified as a position which undertakes coordination of volunteer programs as well as the supervision of volunteers when they are on site (not including work experience placements) you will be required to:
  - familiarise yourself with our volunteers policy and standards
  - implement the policy and follow this Managing volunteers standard in a consistent and fair manner
  - undertake training needed to effectively coordinate volunteers
  - allocate sufficient time to volunteer coordination.

### Work health and safety (WHS)

- Implement, monitor and, or comply with Council's WHS system, including but not limited to work health and safety policies, standard operating procedures, risk assessments/work instructions and associated system tools in their relevant work area.
- Adequately familiarise yourself with your work health and safety responsibilities and actively fulfil these as indicated in the WHS Responsibilities guideline WHS001.
- If this role is identified as a position with 'Chain of Responsibility' requirements, as defined by the *Heavy Vehicle National Law* and Regulations, you will, as far as reasonably practicable, ensure the safety of the vehicles transport activities. This is not limited to preventing breaches of mass, dimension, load, speed and fatigue laws and regulations.
- If this role is identified as a position which undertakes child-related work, as defined by the *Child Protection (Working with Children) Act 2012*, the Child Protection (Working with Children) Regulation 2013 and the Office of the Children's Guardian, you will be required to maintain a current and valid Working with Children Check number, renewable every 5 years.

### Corporate

- Contribute to a positive workplace culture that embraces diversity and fosters the welfare of all staff.
- Undertake all activities in line with approved governance practices, especially in relation to risk, fraud and corruption.

- Contribute to the delivery of outcome necessary to achieve the goals and objectives of Councils currently adopted Community Strategic Plan.

#### **Equal employment opportunity (EEO)**

- Demonstrate appropriate knowledge of, and commitment to, EEO principles and anti-discrimination law in the workplace.

#### **Environmental sustainability**

- Act in line with the NSW *Protection of the Environment Operations Act 1997*, the NSW *Local Government Act 1993* and seek to conserve and enhance our local environment, in consideration of Council's environmental sustainability policy through our work practices, programs and services.

### **6. Duties**

- To represent Blacktown Venue Management and Council and the respective facility in a positive light at all times and to provide the highest levels of customer care and service to all users. Such representation includes, but is not limited to, professional appearance, conduct and punctuality
- To follow instructions and guidance as provided by senior staff and to work cooperatively with other Key Venues employees
- Ensure the Centre operates successfully and in accordance with meeting the programs and services goals and objectives
- Actively support Key Venus staff working together as a "team" to meet the requirements expected by the Blacktown Venue Management Board, Blacktown City Council and all key stakeholders
- Other duties as from time to time as may be reasonably required and requested by and/or through the Blacktown Venue Management Chief Executive Officer or his or her nominee
- Assist with the training, induction, monitoring and evaluation of new or 'rookie' staff
- Report daily/or accordingly to roster requirement to the nominated Pool Supervisor or his/her delegated official at the nominated facility. Such reporting must take into account the flexible approach to sudden changes in work hours, conditions and locations, as in the nature of casual work
- Attend staff meetings as required in the portrayal of nominated responsibilities
- To undertake cleaning duties as required and to provide a clean, safe and inviting environment to the various user groups. Cleaning includes, but is not limited to, change rooms, kiosk and office areas and surrounding environments
- To undertake general maintenance tasks associated with the provision of a safe, clean, efficient and high-quality facility, as required
- Greet users to the facility, record their attendance and process monies accordingly
- Serve customers wishing to purchase from the kiosk or reception

- Ensure kiosk is a safe and clean environment and any Health Department guidelines for correct food handling and storage are adhered to
- Assist senior staff in the promotion of the facility including available programs and merchandising
- Be responsible for adhering to cash receipting and banking procedure, in particular, the safe management of all monies associated
- Answer all telephone enquiries with accurate and updated facility information in a professional and courteous manner, which includes, but is not limited to, accepting program and general facility bookings. Assist in daily communications by relaying messages to both staff and users
- Complete regular stock-takes of kiosk/catering/merchandise stock; order stock according to requirements as approved by senior staff and manage stock rotation and storage
- Perform record keeping tasks, computer data entry, filing and general office/kiosk administrative tasks
- The management of volunteers if required by the role.
- Other duties as directed consistent with the operations of Council.

## 7. Performance criteria

As per Council's performance management system.

## Acknowledgement and agreement

|                   |            |       |
|-------------------|------------|-------|
| <b>Employee</b>   | Name:      |       |
|                   | Signature: | Date: |
| <b>Supervisor</b> | Name:      |       |
|                   | Signature: | Date: |