



SHIRE OF
MERREDIN
INNOVATING THE WHEATBELT

POSITION DESCRIPTION

**Merredin District Olympic Swimming Pool
Junior Kiosk Attendant**

1. TITLE and POSITION NUMBER: Junior Kiosk Attendant (073)

2. LEVEL: Level 1 – as per the [LGIA 2020 \(WAIRC\)](#), a registered Agreement with the WA State Industrial Commission (01/01/2023)

3. TERM: Casual

4. DEPARTMENT/SECTION/LOCATION: Merredin District Olympic Swimming Pool (Merredin Pool)

5. POSITION OBJECTIVES

To provide friendly and efficient customer service to the general public, community members and visitors who attend the Merredin Pool and assist the Aquatic Coordinator in the management of daily operations including ensuring that the facility is clean and well presented, with a focus on safety. Junior Kiosk Attendants will perform their allocated duties utilising initiative and working to a timetable, while making positive contributions to the aquatic team.

6. REQUIREMENTS OF THE POSITION

- I'M ALERT Food Safety Certificate

7. KEY DUTIES/RESPONSIBILITIES

7.1 Customer Service

- Process payments for admissions and kiosk sales utilising point-of-sale system.
- Greet patrons and offer assistance.
- Respond to telephone and face-to-face enquiries in an efficient, courteous and professional manner.
- Utilise great communication and interpersonal skills.
- Assist with the preparation of food items and serve patrons.
- Multitask, prioritise and work under pressure in a fast-paced environment.
- Follow directions and complete tasks independently.
- Demonstrate initiative and enthusiasm.
- Build rapport and maintain positive relationships with patrons and colleagues.

7.2 Operational Tasks of the Merredin Pool

- Refer to Work Instructions developed to assist staff in providing an efficient and effectively run first point of contact for all Kiosk users.
- Ensure accurate recording of daily kiosk statistics.
- Effectively communicate information and messages to other staff.
- Ensure the amenities are maintained to standards acceptable to the public and in line with safety & health requirements.
- Assist with stock management including swimming equipment and food items.

7.3 Workplace Health and Safety

- Have an awareness of Work Health and Safety, ensuring safe practices are undertaken.
- Report damaged or faulty equipment and maintenance issues to the Aquatic

Coordinator.

- Ensure that any workstation/area is maintained in a safe, clean and tidy condition, so that the risk of accidents occurring is reduced.
- Understand the need to work in a safe and effective manner, having regard to own safety, and that of others.

7.4 Organisational Responsibilities

- Utilise attention to detail in all tasks.
- Understand and follow Shire policies, procedures and processes.
- Maintain an appropriate dress code and standard of behaviour, adhering to the Shire of Merredin Employee Code of Conduct.

8. ORGANISATIONAL RELATIONSHIPS

Responsible to: Aquatic Coordinator

Supervision of: Nil

Internal and External Liaison:

Internal:	Chief Executive Officer
	Aquatic Coordinator
	Sports and Recreation Coordinator
	Executive Manager Strategy and Community
	Executive Manager Corporate Services
	Executive Manager Infrastructure Services
	Other Staff and Employees
External:	Creditors/ Debtors
	Clubs and Regular Users
	Ratepayers
	General Public
	Government Departments

9. EXTENT OF AUTHORITY

Operates under the direction of the Aquatic Coordinator within established guidelines, procedures, and policies of Council as well as statutory provisions of the *Local Government Act 1995* and all other relevant legislation.

Operates in accordance with delegated authority as assigned by the Chief Executive Officer.

10. SELECTION CRITERIA

Essential

- High level personal appearance
- Ability to develop and maintain co-operative relationships with staff and patrons
- Great verbal and written communication skills
- Enthusiasm and initiative

Desirable

- Customer service experience
- Experience working in a similar field

12. CONDITIONS OF EMPLOYMENT INFORMATION

- Uniforms will be provided in accordance with Shire Policies.
- Superannuation will be paid to your nominated super fund as per the Superannuation Guarantee Legislation and relevant Shire Policies.
- All staff must understand and comply with the Shire of Merredin Staff Induction, Code of Conduct, Policies, Procedures and Protocols.
- All employees are required to contribute to a culture of safety and take reasonable care for the physical and psychological health and safety of themselves and others at work.
- All employees are covered by, and are expected to comply with, the Work Health and Safety Act 2020 and Work Health and Safety (General) Regulations 2022 along with the Shire's Work Health and Safety Policy.
- All other conditions in accordance with the indicated Award/ Agreement of the position and must comply with the Industrial Relations Act 1979 (WA) and the Minimum Conditions of Employment Act 1993 (WA).

NOTE: All parties are to sign and date the areas provided to indicate their mutual agreement of the requirement of this position.

<i>New Employee</i>	New Employee Signature:	Date:
<i>Current Manager</i>	Manager Signature:	Date:
<i>Chief Executive Officer</i>	CEO's Signature:	Date: