



POSITION DESCRIPTION

Sport & Recreation Trainee

Incumbent:	VACANT
Department:	Recreation
Reports to:	Recreation & Engagement Coordinator
Supervises/manages:	Nil
Employment Status:	Fulltime (12 months fixed term) traineeship
Commencement Date:	
Finish Date:	
Award Classification:	Trainee Award
Prepared by:	Human Resources Business Partner
Approved by:	Chief Executive Officer

Position Summary

Customer service and meeting the needs of the community we live and work in is the most important thing we do at Council.

The Sport & Recreation Trainee will contribute to the overall success of the centre by providing support and assistance to other staff while being provided with the opportunity to develop skills and gain experience in a local government recreation centre work environment.

Key Responsibilities

- Undertake training and make satisfactory progress towards the completion of a Certificate III in Sport & Recreation.
- Undertake venue pre-use site inspections, and setting up/packing away equipment, chairs, sports equipment etc.
- Assist the Recreation & Engagement Coordinator in the efficient operation of the centre.
- Assist in the development, promotion, and facilitation (within competency) of programmes operating at the centre.
- Assist with the development and delivery of holiday and one-off programme/events/activities.
- Respond to customers in a courteous and efficient manner, using initiative to assist in resolving requests and enquiries.
- Promote, process, and assist customer with venue hire requests.
- Provide a professional and efficient counter and telephone service to members, customers, and internal staff.
- Assist the Recreation & Engagement Coordinator to maintain a high-quality, well-presented reception and working area, ensuring all information on display is current.
- Provide routine information to customers, referring technical or complex enquiries to the most appropriate officer or department.
- Provide membership information and conduct sales tours and/or inductions to new/prospective members.
- Assist with providing administrative support including cash handling, reconciliation, and banking procedures.
- Undertake data entry as required.
- Ensure compliance with Council's Risk Management Policy, Risk Management Framework and OH&S Policy.
- Observe all policies and procedures of Council.



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- Any other duties as required within the scope of the position.

Accountability & Extent of Authority

- The achievement of agreed, specific performance objectives for the position including the satisfactory completion of relevant on and off the job training and assessments.
- The provision of support and customer service to both internal and external customers.
- Accountable to ensure an informative and helpful experience is provided to customers
- Undertake the tasks and responsibilities of the role with the scope of relevant legislation, statutory requirements, assigned delegations and Council policies and procedures.

Judgement & Decision Making

- This position acts under general supervision and within specific guidelines, guidance and advice is always available.
- Make minor routine decisions.
- Maintain a safe workplace.
- Report issues of a non-routine or politically sensitive nature as they arise to the most appropriate officer.

Specialist Knowledge & Skills

- The ability to interact with a wide range of people from diverse social, economic, and cultural backgrounds.
- Sound computer skills, including experience with relevant software packages, in particular the Microsoft Office suite of applications.
- Ability to take accurate notes and follow written and verbal instructions.

Interpersonal Skills

- Effective oral and written communication skills.
- Commitment to ongoing personal and professional development to develop skills and knowledge.
- Positive and professional presentation.
- Demonstrated commitment to effective, quality customer service.
- Ability to work as part of a team and follow instructions.
- Demonstrated initiative when opportunities are presented.
- Willingness to enrol and complete relevant on and off the job training and assessments.

Qualifications & Experience

This is a traineeship position and as such, no qualifications or experience is required. On the job training will be provided to the successful candidate.

Position Approval

	Signed	Date
Acknowledged by Employee		
Approved by the HR Business Partner		
Approved by the Chief Executive Officer		