

ROLE DESCRIPTION
June 2022

Title & Reporting Relationships

Position Title: Aquatics Receptionist, Kaiwhakatau Manuhiri, Aquatic Facilities, Place & Space Group

Grade SP 9

Reports to: Aquatics Customer Service & Events Coordinator or Otaki Pool Manager

Direct Reports: Nil

Purpose of the Group and the Position: **The Place and Space Group** comprises 6 teams; Aquatics, Libraries and Cultural Services; Parks, Open Space and Environment, Property and Facilities Maintenance, Place and Space Marketing and Events, and Property and Parks Asset Planning.

The Group is responsible for a significant portion of the Councils' customer interactions every day as people choose to use our facilities, services and programmes at swimming pools, libraries, museums, halls, parks, sports fields, ecological reserves, community halls, housing and even our public toilets.

Within this Group the Aquatics Receptionist works within the Aquatic Facilities team to provide exceptional customer services to all customers using the Kāpiti Coast Aquatic Facilities.

Indirect Reports: Nil

Internal Customers: This role is responsible for establishing and maintaining effective, co-operative and professional working relationships with all stakeholders including:

- Aquatic Facilities team
- Parks and Recreation team
- Customer Services team
- Property team

External Customers:

- General public
- Contractors
- Water Safety New Zealand (WSNZ)

KEY RESPONSIBILITIES AND OUTCOMES

In the current local government environment, the Council must be well positioned and supported to meet the current and future needs of communities for good quality local infrastructure, local public services and performance of regulatory functions in a way that is most cost-effective for businesses and households. The Council needs to be ready for, and respond appropriately to, changes in external operating environments

(such as shifts in government policy), which in turn influence how we do things. The Council is working to be well-positioned not only to see what is coming but also to take opportunities to influence the shape of these externally driven changes.

Our behaviours demonstrate our commitment to build and maintain an organisation that is acknowledged and respected for being:

- Caring – we understand our customers' needs, share information and work as a team;
- Dynamic – we bring a can-do attitude to make it happen; and
- Effective – we get it right and deliver consistent, value for money services.

Staff will be aware of political sensitivities, support equal employment opportunities, and demonstrate an understanding of the implications of the Treaty of Waitangi on the operations of a local authority.

KEY RESULTS AND OUTCOMES

Technical

- Manage telephone and desk enquiries, bookings, receipting and other administration duties.
- Effective operation of the Point of Sale Systems effectively and know how to trouble shoot problems.
- Ensure stock is well presented and rotated.
- Have a good understanding of the available stock and the use and qualities of merchandise.
- All sales (admissions, memberships, shop stock, bookings etc) to be efficiently processed and recorded using the correct procedures and systems.
- Assist with the administration requirements of the facility and its programmes.
- Prepare accurate and timely class lists to agreed deadlines.
- Maintain a high level of public relations and be interactive with all visitors to the facility.
- Provide a welcoming and friendly atmosphere encouraging visitors to want to return which promotes customer service excellence.
- Ensure patrons are advised of the pool facilities and layout.
- All requests for programme and facility information actioned within two working days of the request.
- All complaints or requests for service are reported verbally and confirmed in writing to the Customer Relations Manager immediately and are responded to within two working days of registering of the request

Legislative Compliance

- Keep up to date with legislation/amended legislative frameworks and be able to demonstrate the application of such changes (in work and or communicate them to others).

Project Management

- Effectively manage assigned projects to ensure on time and within budget, monitor and report regularly to manage risk and provide updates to key stakeholders.
- Ensure documentation is current, available as required and is prepared using Council standard templates/documentation.
- Ensure Council processes and procedures are complied with.

Customer Service

- Maintain a professional, courteous, and helpful attitude to all customers (internal and external) ensuring communication is accurate, succinct and in a manner which promotes customer service excellence and demonstrates organizational values.
- Maintain confidentiality at all times.

Teamwork

- Participate willingly and positively in the orientation, training and support of new staff in specific areas, providing coaching/buddy support as required.
- Provide a contribution to or participate in any projects and initiatives within the Group/organisation where required and the opportunity arises.
- Participate in initiatives and contribute suggestions as to improvements and/or efficiencies to enable ongoing quality improvement.
- Demonstrate a collaborative working style and participate as a member of the team undertaking all tasks maintaining positive working relationships with other staff members and internal and external customers.

Financial Management

- Ensure all financial activity is conducted in accord with current policy and procedures.
- Ensure you work within your financial delegation.

Monitoring and Reporting

- Review, monitor and report on activity or projects as required by the manager.
- Ensure any written reports are produced using Council standard templates and are provided within the required Peer Review timeframes.

Relationship Management

- Build and maintain effective professional working relationship with all key stakeholders.
- Build and maintain effective working relationships with other council staff members based on a collaborative, collegial and cooperative working style.

Information Management

- Take responsibility for ensuring Council information is stored with the appropriate accessibility in the designated EDRMS system, using processes and tools as described in the current Information Management Policy.

Personal Key Results

- Demonstrate commitment to organisational values through behaviour that is consistent with our caring, dynamic and effective approach to customer service.
- Establish and maintain effective and efficient working relationships with all stakeholders.
- Contribute collaboratively, positively and effectively to the operation of the team, the Group, and the organisation as a whole.
- Take responsibility for your own self development in order to enhance skills and knowledge applicable to current and future positions.
- Exhibit behavior which is consistent with the understanding of the Treaty of Waitangi and its application for the Council.

Health and Safety

All employees have a responsibility to work towards keeping a safe and healthy work environment by following all safe work methods, identifying work place risks and hazards and using appropriate safety equipment. This includes but is not exclusive to demonstration of the following:

- taking all reasonable steps to ensure your own safety at work, and that no action or inaction of yours while at work causes harm to any person or the environment;
- reporting any risks and/or hazards you become aware of in the workplace;
- observing all safety policies, procedures and precautions, including wearing and using the protective clothing and equipment;
- notifying your manager/Group Manager/H&S Advisor immediately if you have an accident/incident/near miss at work and completing the required forms within 24 hours;
- notifying your manager/Group Manager/H&S Advisor within 24 hours of filing any ACC claim for a work related accident or gradual process injury, and provide your

manager/Group Manager/H&S Advisor with copies of relevant medical information specific to your claim; and

- complying with all policies and procedures that are in place.

At the discretion of the Council, as part of a rehabilitation programme, you may be required to return to work to undertake such alternative duties as are available and are as reasonably within your capability and level of fitness as determined in consultation with a registered medical practitioner.

Essential Skills, Knowledge and Experience

- Effective interpersonal skills with a demonstrated commitment to customer service and willingness to and capability for dealing with a wide range of people within and outside the organisation.
- Effective communication skills.
- Effective time management skills and ability to work effectively without supervision and collaboratively as an effective team member
- Holder of a current and valid New Zealand Drivers' licence.
- Substantial experience using the Microsoft suite and experience operating databases.
- Significant experience in customer service roles including cash handling.
- Demonstrated skills necessary to effectively carry out all administration duties.
- Demonstrated high level of efficiency and accuracy.

OTHER INFORMATION

From time to time, the position holder may be required to perform other duties in conjunction with the role and which are reasonably within their experience and capabilities.

Civil Defence Duties

All staff of Kāpiti Coast District Council may be required to undertake Civil Defence duties in the event of an emergency. (Training will be given as appropriate.)

The Council likewise recognises the staff member's need to ensure their family's needs are adequately catered for.

Performance Review

Performance in this position will be assessed in terms of an agreed performance plan.