

# Position Description – Duty Officer

Shire of Donnybrook Balingup 055.V.24.1



## GENERAL OVERVIEW:

<b>Position Title/Number:</b>	Duty Officer 055
<b>Directorate/Division:</b>	Corporate and Community
<b>Industrial Instrument:</b>	Local Government Industry Award 2020(IA)
<b>Level:</b>	Level 3
<b>Classification/Banding:</b>	Local Government Authority, Banding 3
<b>Reports to:</b>	Manager Recreation Centre
<b>Primary Location:</b>	Donnybrook Recreation Centre – Steere Street, Donnybrook

## OUR VISION:

“ A proud community enjoying our rural lifestyle, cultural heritage, and natural environment. ”

## POSITION OVERVIEW:

This position is responsible for the supervision and day-to-day operations of the Donnybrook Recreation Centre. This role ensures a high level of service delivery, facility maintenance, and safety standards. The Duty Officer oversees the smooth operation of the plant and equipment, monitors water quality, handles customer service, and assists reception duties. This position also involves leading and supporting lifeguard staff, ensuring a welcoming, safe, and well-maintained environment for all users of the facility. The Duty Officer works closely with the Aquatics Programs and Swimming Pool Coordinator, and the Recreation Centre Manager to meet community recreational needs and uphold operational standards.

## POSITION OBJECTIVES:

### Customer Service

- > Assist in supervising the day-to-day operations of the Centre.
- > Handle all monetary transactions while on duty, including end-of-day balances and banking preparations.
- > Oversee the operation of plant equipment, such as heating, circulation, and disinfection systems.
- > Monitor water quality consistently, taking necessary actions to safeguard public safety, including pool closures if required.
- > Ensure compliance with the Health Department standards at all times.
- > Perform or delegate practical maintenance tasks as needed.
- > Strive to meet the community's sporting and recreational needs using available resources.
- > Continuously monitor the facility and take proactive steps to maintain high standards of maintenance, cleanliness, safety, and customer satisfaction.
- > Liaise with the Manager Recreation Centre and Coordinators on operational matters.
- > Provide leadership and guidance within the Donnybrook Recreation Centre team.
- > Supervise lifeguards and junior staff members while on duty.

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## Customer Service (cont.)

- > Maintain effective communication with staff and community members.
- > Assist in developing and maintaining strategic partnerships with internal and external stakeholders.
- > Contribute to fostering a highly customer-focused and team-oriented culture within the Centre.
- > Support routine maintenance of plant, equipment, and building assets.
- > Responsible for opening and securing the facility at the start and end of each day.
- > Attend to reception duties, telephone inquiries, and kiosk sales as needed.
- > Manage bookings for all areas of the facility.
- > Liaise with regular user groups and individuals during duty hours.
- > Perform other duties as directed.

## ORGANISATIONAL RELATIONSHIPS:

<b>Responsible for:</b>	Pool Lifeguards
<b>Internal Relationships:</b>	All Shire of Donnybrook Balingup employees
<b>External Relationships:</b>	Federal and State government agencies, other local governments, community groups, agencies, contractors, staff associations and organisations, private sector stakeholders, ratepayers, local residents, media, and general public.

## POSITION BENEFITS:

<b>Rostered Day Off (RDO):</b>	No	<b>Vehicle:</b>	No
<b>Mobile Telephone:</b>	No	<b>Laptop/computer:</b>	No
<b>Gym Membership:</b>	Yes	<b>Wellbeing Program:</b>	Yes

## CORPORATE RESPONSIBILITIES:

<b>Budget:</b>	Council adopted
<b>Code of Conduct:</b>	All employees are responsible for adhering to the Shire's Code of Conduct and the policies and procedures that support it.
<b>Workplace Health and Safety (WHS):</b>	The Shire of Donnybrook Balingup is committed to ensuring the health and safety of its employees. All employees have responsibilities and accountabilities which are identified in Operational Procedure EXE/OP-7 Work Health and Safety Responsibilities.
<b>Equal Opportunity:</b>	Comply with the Shire's EO requirements and provide, so far as practicable, an environment that is fair, equitable and free of harassment for staff and those we serve.



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## TRAINING MATRIX:

Training can be achieved through many different mediums, including previous experience, formal qualifications and education. The following programs are provided to you, and are compulsory, as a new employee of the Shire of Donnybrook Balingup:

**Shire of Donnybrook Balingup Induction:** To be completed within one (1) week of commencement of employment as per contract.

**Workplace Health and Safety (WHS) Induction:** To be completed within two (2) weeks of commencement of employment as per contract.

## ANNUAL PERFORMANCE REVIEW:

At least once in every calendar year, an evaluation of the position holder's performance will be conducted by the Manager / Supervisor. The annual review will include an assessment of achievement of the key duties, responsibilities, and key performance indicators (KPIs) and will be used to identify training and development needs.

## SELECTION CRITERIA:

### Essential Requirements

The following selection criteria are identified as being required to achieve the outcomes in the context of this position. Applicants will need to provide evidence of their capability to transfer their knowledge and skills to achieving the outcomes of this position.

- > Well-developed knowledge of recreation and sport and programming.
- > Demonstrated knowledge of the Health Act (Swimming Pools) Regulations 1964
- > Highly developed interpersonal, communication and public relations skills.
- > Demonstrated ability to supervise, develop and motivate a team.
- > LIWA Pool Operators Certification and accreditation
- > Current RLSSWA pool lifeguard certificate
- > Current Provide First Aid Certificate
- > Current Police Clearance
- > Current Working With Children Check
- > Developed verbal and written communication skills
- > Effective customer service skills
- > Well developed numeracy and literacy skills
- > Strong organisation and time management skills

### Desirable Experience and Qualifications

- > Previous experience as a Duty Officer or equivalent within a multi-faceted Recreation Centre.
- > Knowledge of plant room operations and water chemistry.



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## ACKNOWLEDGEMENTS:

*The details contained in this position description are an accurate statement of the key duties and responsibilities and other requirements of this position and consideration has been given to any relevant KPIs and objectives.*

**Manager Name:**

**Signature:**

**Date:**

*I have noted the statement of the key duties and responsibilities and other requirements as noted in this position description. I also acknowledge that other duties, KPIs and objectives may be assigned to this position as required from time to time to meet the business needs of the organisation.*

**Position Holder  
Name:**

**Signature:**

**Date:**

