

INFORMATION PACKAGE

Shire of East Pilbara

Kiosk Attendant (Casual)

Job code: #060

Casual | Newman |

The Shire is recruiting for a community focused team player.

The Shire of East Pilbara is a well-established Local Government Authority in Western Australia, which services the town sites of Newman, Marble Bar, Nullagine and local communities.

We now seek to appoint enthusiastic and self-motivated individuals to fill the position of Kiosk Attendant (Casual) at the Newman Aquatic Centre. Those who are successful with their application will provide friendly and efficient customer service at the Aquatic Centre while ensuring the facility is clean and well presented. This position will appeal to candidates with a strong swimming background who wish to progress their skill set of becoming a Lifeguard.

Candidates will form part of the recruitment pool that we can access now and in the future. Please note – applications will be accepted on an ongoing basis and will be assessed regularly throughout the advertising period.

The adult hourly rate is between \$33.84 and \$35.05 (inclusive of 25% casual loading). If you are under the age of 21 years old, junior rates will apply.

Next steps

Applicants are requested to submit an up to date resume and cover letter addressing the essential criteria no more than 3 pages. If you are interested in this position, please apply via our website <http://www.eastpilbara.wa.gov.au/about-us/employment-opportunities> where the Application Package along with the Position Description can be downloaded.

If you are unable to apply via our website, please submit your application by emailing recruitment@eastpilbara.wa.gov.au

The Shire of East Pilbara is committed to eliminating all forms of discrimination in the provision of our services. We embrace diversity and strongly encourage applications from Aboriginal and Torres Strait Islander peoples, people from culturally diverse backgrounds and people with disabilities.

Closing date:

4:00 30 March 2023.

For enquiries relating to the application or recruitment process, please contact **People and Culture Team on (08) 9175 8000** or recruitment@eastpilbara.wa.gov.au

For role specific enquiries, please contact **Melissa Warren on 9175 8000**

www.eastpilbara.wa.gov.au

Shire of **EAST
Pilbara**
THE HEART OF THE PILBARA

POSITION DESCRIPTION

Shire of East Pilbara



Position Title

Kiosk Attendant
(Casual)

Directorate

Customer &
Community
Services

Reports to

Coordinator Aquatic
Services

Position Number

#060

Position Level

LGIA 1

Position Summary

To provide a friendly and efficient customer service at the Newman Aquatic Centre and ensure that the facility is clean and well presented. To assist the Aquatic Duty Officer in the management of daily operations of Newman Aquatic Centre; with a focus on safety and service. Perform allocated duties utilising initiative, making positive contributions to work quality, productivity, and to work to a timetable.

Position-Level, Principles, Obligations & Accountabilities

The primary outcomes of this position type include:

- Supporting and promoting the “culture” and “values” of the Shire of East Pilbara evidenced through personal commitment, personal behaviour, language and the achievement of results;
- Contributing to employee and customer satisfaction, engagement and excellence;
- Collaboratively participating in teams to deliver projects and outcomes for and on behalf of the Shire;
- Effectively communicating and cooperating with internal and external stakeholders as applicable to maintain positive relationships with the Shire;
- Actively contributing towards the achievement of financial efficiencies and quality of service, as directed;
- Proactively report upon, and mitigate, risks.

Role Accountabilities

Provide exceptional customer service at all times

- Understand clearly correctly all Newman Aquatic Centre policies and procedures to patrons (including dress codes and standards of behaviour).
- Respond to telephone and front counter enquiries in an efficient, courteous and professional manner.
- Process payments for admissions and kiosk sales.
- Assist with the preparation of food items and serve patrons.
- Assist with stock management including sporting equipment and food items.

Assist in the daily tasks of Newman Aquatic Centre

- To regularly refer to Work Instructions developed to assist staff in providing an efficient and effectively run first point of contact for all Kiosk users.
- Ensure all Kiosk statistics are accurate and updated on a daily basis.
- 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.
- Report emergency repairs and maintenance issues in consultation with the Duty Aquatic Officer.
- Participate in all in-house training sessions.

Adhere to the Shire of East Pilbara’s finance,



budgeting and administration processes

- Handle cash honestly and reliably, as directed by supervisor.
- Follow all administrative and financial procedures in accordance with the Shire's of East Pilbara's established guidelines and standards.

Work effectively within a team environment

- Establish effective working relationships with coworkers and apply good communication skills to facilitate transactions and service.
- Comply with the Shire's Code of Conduct Undertake projects and other duties as requested, which are in line with the position's responsibilities.

Selection Criteria

(Applicants are required to address ONLY the Essential and Desirable criteria in their written application)

Essential Criteria

(to be considered for this role you must demonstrate the following skills and experience)

- Current National Police Clearance Certificate
- Sound customer service skills
- Ability to work in a team environment
- Clear oral communication with team members and general community
- Roster flexibility (after hours and weekends)
- Current Working With Children Check

Desirable Criteria

- Current First Aid Certificate
- Recent experience working in hospitality or recreation
- Developing knowledge of OSH legislation
- Demonstrated experience in customer service and cash handling
- Food handling experience
- Strong swimmer with the ability to achieve the Bronze Medallion



INFORMATION FOR APPLICANTS

Shire of East Pilbara

Employment Considerations

To be considered for a position at the Shire of East Pilbara, applicants must be able to satisfy the following appointment prerequisites by providing:

- Completion of 100-point identification check
- Current National Police Clearance
- Hold the appropriate rights to work in Australia
- Completion of a pre-employment medical

General accountability, Attitude, Behaviour and Conduct

Every person carrying out work for the Shire has a personal accountability for their observable attitudes, behaviour, and conduct. Obligations regarding these are contained in other documents such as:

- The Shire's Code of Conduct;
- Management directives and approved policies and procedures;
- Staff Values and behavioural commitment statements;
- Other lawful and reasonable directions from the employer, and particularly those relating to General Accountabilities of government employees.

Application

Your application should include a covering letter explaining your interest in the position (no more than three pages) and a current resume detailing your qualifications, experience and attributes for the position. It is essential that the information you provide is clear, concise and relevant, so that the selection panel can readily assess your claim for the position. It is up to you to demonstrate to the panel that you understand the requirements of the position and that you have the necessary knowledge, experience and qualifications to successfully carry out the duties.

Supporting an Inclusive and Diverse Workforce

The Shire of East Pilbara is an Equal Opportunity employer we recognise that our workforce is strengthened by diversity and actively foster an inclusive workplace.

Medical Examination

Following the interview process, the successful applicant will be required to undergo a medical examination. Full documentation for the requirements of the position will be given to the medical practitioner prior to the examination and the medical examination costs are paid by Council. Existing illness will not necessarily preclude an appointee from the selection process.

Shire of **EAST**
Pilbara
THE HEART OF THE PILBARA

About The Shire Of East Pilbara

For the keen explorer, the Shire of East Pilbara is Australia's largest Shire, offering a diverse mix of desert sands from the Great Sandy and Gibson Deserts to the pristine coastal reserve of Cape Keraudren.

There are three towns in the Shire of East Pilbara: Newman, Marble Bar and Nullagine; each offering something unique.