

# APPLICATION PACKAGE

Shire of East Pilbara

## Gym & Membership Officer

Job code: #066

Casual Pool | Newman

### Jump into this fantastic opportunity!

The progressive Shire of East Pilbara, the largest local Government Authority in Western Australia, servicing the town sites of Newman, Marble Bar, Nullagine and local communities, is offering an exciting opportunity to work for a visionary Chief Executive Officer.

Join the journey to creating the incredible as our **Gym & Membership Officer (Casual)**. In this position, will provide a comprehensive and efficient customer service, which includes actively promoting membership packages and securing membership sales.

### You will have:

- Current West Australian 'C' Class Drivers Licence
- Current 003 First Aid Certificate (or higher)
- Current Working With Children Check
- Sound customer service skills
- Sound knowledge of OS&H practices
- Developed keyboard and computer skills
- Self-management, time management and organisational skills

### Remuneration and Benefits:

- Hourly rate between \$36.35 and \$36.84 (adult rate) inclusive of 25% casual loading – review currently underway
- Eligibility for Long Service Leave
- Discount on gym, recreation and aquatic centre memberships

**Make this role your own** in the heart of the Pilbara where the extraordinary happens. Join a Team working with passion and purpose aimed at proactively achieving the Shire's Vision and Objectives while living its values of **Leadership** with **HEART** - **Honesty, Excellence, Accountability, Respect and Teamwork**.

### To Apply

Please submit a current Resume and Cover Letter addressing the Essential Criteria in up to three pages via our website: <http://www.eastpilbara.wa.gov.au/about-us/employment-opportunities> where the Application Package along with the Position Description can also be downloaded. If you are unable to apply via our website, please submit your application by emailing [recruitment@eastpilbara.wa.gov.au](mailto: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:

4:00pm Tuesday, 27 December 2022

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

For role specific enquiries, please contact **Lisa Devereux** - **Customer Service Supervisor** on (08) 9177 8075.

[www.eastpilbara.wa.gov.au](http://www.eastpilbara.wa.gov.au)

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

# POSITION DESCRIPTION

Shire of East Pilbara

## Position Title

Gym & Membership  
Officer (Casual)

## Directorate

Community  
Services

## Reports to

Customer Service  
Supervisor

## Position Number

#066

## Position Level

LGIA 3

## Position Summary

To provide a comprehensive and efficient customer service at the Newman Recreation centre; including actively promoting membership packages and securing membership sales. Ensure the safety and wellbeing of patrons and stakeholders at Newman Recreation Centre through exceptional customer service, membership processing and maintenance, adhering to policies and guidelines. To provide the public with recreation services and exceed the public's expectations in areas including safety, customer service, venue presentation and service/event delivery. Maintain a positive approach when dealing with customers/stakeholders and report any incidents and public feedback.

## 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 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 efficiency and quality of service, as directed;
- Proactively report and mitigate risks.

## Role Accountabilities

- To actively source new business and memberships via internal and external lead generation.
- Process new memberships and payment of new member applications.
- Complete membership documentation thoroughly and update on database and outlook.
- Complete membership renewals, suspensions, and transfers in an efficient and timely manner.
- Conduct initial introductions, and tours of, the centre and facilities to prospective members.
- Understand clearly and communicate correctly all Newman Recreation Centre policies and procedures to members.
- Ensure all Fitness Centre members have been inducted and have completed pre-exercise screening.
- Develop an awareness of competitor pricing and products.
- Assist to develop and implement attraction and retention strategies and programs.
- To work within the membership sales pricing structure as set by Council.
- To assist the Customer Service Supervisor in



processing facility and equipment hiring requests.

- To assist in completing bookings for the Crèche and appraisals for members within the fitness centre.
- To regularly refer to Work Instructions developed to assist staff in providing an efficient and effectively run first point of contact for all Centre users.
- Ensure all Centre statistics are accurate and updated on a daily basis.
- Undertake administration functions including organisation, filing and reporting.
- Effectively communicate information and messages to other staff through Outlook.
- Maintain the Centre's key register.
- Ensure the amenities are maintained to standards acceptable to the public in accordance with required standards.
- Report emergency repairs and maintenance in consultation with the Customer Service Supervisor Newman Recreation Centre.
- Participate in all in-house training sessions.
- Attend and contribute to regular Recreation Centre team meetings.
- Apply current Occupational Safety & Health policies and procedures, ensuring a safe working environment.
- Undertake projects and other duties as requested, which are in line with the position's responsibilities.
- Occasional relief in Crèche Attendant position and other duties as required.
- Promote the Shire of East Pilbara's Code of Conduct and the Shire of East Pilbara's Policy Manual.

### **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 West Australian 'C' Class Drivers Licence
- Current 003 First Aid Certificate (or higher)
- Current Working With Children Check
- Sound customer service skills
- Sound knowledge of OS&H practices
- Developed communication and interpersonal skills
- Developed keyboard and computer skills
- Self-management, time management and organisational skills

### **Desirable Criteria**

- Experience working in a recreation facility  
Demonstrated experience in business administration



# 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.

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### 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.