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**POSITION TITLE: LEISURE SERVICES CASHIER**

**DIRECTORATE: BUSINESS SERVICES**

**SECTION: FACILITIES - GRALC**

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**1. REMUNERATION**

Grade 6 of the Griffith City Council Salary System

**2. REPORTING STRUCTURE**

**a) Directly responsible to:**

Senior Administrator  
Stadium Manager

**b) Positions directly reporting to this position:**

nil

**3. PURPOSE**

The Cashier is responsible for the collection and balancing of all monies relating to the entry, booking fees and all over-the-counter transactions.

**4. RELATIONSHIPS**

The following are examples of relationships that it is anticipated the position will have:

**Internal**

- Leisure Services Manager
- Swimming Coordinator
- Kiosk Supervisor
- Gym Coordinator
- All Staff

**External**

- Public/Patrons
- Emergency Services
- Government Departments
- Relevant Clubs and Associations

## **5. CORPORATE ACCOUNTABILITIES AND RESPONSIBILITIES**

### **Policies and Procedures**

- Comply with Local Government State Award
- Comply with Council's Code of Conduct, Policies and Procedures at all times
- Maintain organisational confidentiality
- Comply with the requirements of Anti-Discrimination legislation, including Equal Employment Opportunity and all legislative requirements relevant to the position

### **Customer and Community Relations**

- Ensure an efficient, courteous and professional service to internal and external customers at all times
- Present a positive image of Council at all times

### **Work, Health and Safety**

- Ensure all work is performed in accordance with requirements of Work, Health and Safety policies, procedures and legislation
- Report all incidents, hazards and risks to the immediate supervisor
- Maintain and use personal protective and safety equipment as applicable to the role
- Actively participate in Work, Health and Safety activities

### **Teamwork**

- Actively participate as a member of the relevant Council section and department
- Promote and maintain harmonious relationships in the workplace

### **Record Keeping**

- Ensure accurate and timely record keeping in accordance with Council's requirements

### **Training and Development**

- Actively participate in Council's training and development programs as required

### **Continuous Improvement and Innovation**

- Promote the development of more efficient work practices

### **Environment**

- Consider the protection of the environment when undertaking all Council activities

### **General**

- Perform other duties as required consistent with the level of competencies of the position
- Ensure efficient and appropriate use of Council resources when carrying out work
- Accomplish tasks while working under limited / minimum supervision

## **6. PRINCIPAL ACCOUNTABILITIES**

- Provide excellent customer service in an efficient, mature and courteous manner meeting the expectations of the community
- Be responsible for all financial transactions and the balancing of takings at the completion of the shift.
- Maintain accurate records in compliance with Council document management strategy and policy and legislative requirements

## **7. KEY DUTIES**

- To work in conjunction with the Senior Administrator or Stadium Manager, assuring excellent Public Relations, a positive image of the centre's and all public enquiries are met.
- To provide professional advice and recommendations pertaining to all facets of the Griffith Regional Aquatic Leisure Centre and West End Stadium.
- To provide sales assistance for all items marketed to the front reception.
- To assist in the daily procedures and operations of the Crèche when required
- To assist in the operations of the Kiosk when required
- Responsible for the issuing and recording of relevant passes, pool bookings, memberships and court hire etc.
- To be familiar with the daily programs, opening hours and activities offered at the centre's and to have the ability to advise clients accordingly
- To assist with basic correspondence and customer insurance claims.
- To have a pleasant phone manner and answer counter inquiries as required with a "willingness to please" and friendly attitude.
- Maintain the highest standards of ethics, confidentiality and integrity in all matters.
- To prepare and photocopy daily class lists for the Splash Swim School.
- To have an extensive knowledge of the Shop products.
- To follow proper working and emergency procedures as set out in the Administration Manual's.
- Gather a greater understanding in assisting the Senior Administrator or Stadium Manager in the operation of E-mail, telephone and relaying messages, fax operations, letter structures collation of basic reports and a basic understanding of banking procedures.
- Authority to call the police for the ejection of troublesome persons.
- Employees will be self-motivating with work responsibilities, brochures and information is to be kept up to date.
- To assist the Senior Administrator and Stadium Manager in the preparation and compilation of the Administration Manual's. Making necessary changes where possible. Have input to administration methods and procedures and provide recommendations for improvement.
- To assist in the Council Risk Assessment in the development of Safe Work Method Statements (SWMS) for administration operations.
- Implementation of our computer system to facilitate efficiency of Administration Procedures.

## **8. COMPULSORY REQUIREMENTS OF THE POSITION**

- This position is considered "Child Related Employment" and the successful candidate will be required to undertake a working with children check and achieve a satisfactory outcome.
- The successful candidate will be required to undertake a pre-employment functional assessment and achieve a satisfactory outcome (Category 2)
- It is an inherent requirement of this position the successful candidate be immunised as one form of control in order to minimize workplace illness/disease. The following vaccinations are required Varicella, Pertussis and Hepatitis B and will be arranged upon commencement.

## 9. KEY SELECTION CRITERIA

### ESSENTIAL

- Provide current Working With Children Check clearance number for validation
- Demonstrated experience in a customer service/ administration role.
- Demonstrated experience in cash handling, including but not limited to cash register operation.
- Demonstrated basic computer skills and knowledge.
- Demonstrated sound verbal and written communication skills

### DESIRABLE

- Hold a current Class “C” Drivers Licence
- Demonstrate the capacity in problem solving.
- Be Flexibility with work schedule

## 10. CRITICAL PHYSICAL FACTORS

Described below are the critical physical factors (CPF) associated with this role. The CPF are an indication of the types of duties expected of an employee fulfilling this role. Employees and candidates should be aware that they may be required to perform tasks up to and including these CPF as an inherent requirement of their employment.

### KEY

I ..... Infrequent: exposure to the physical factor two – three times a year on average

O ..... Occasional: exposure to the physical factor less than twice a week on average

F ..... Frequent: exposure to the physical factor 3 - 4 times a week on average

C ..... Constant: exposure to the physical factor more than 5 times a week on average

R ..... Repetitive: exposure to the physical factor multiple times in an hour

S ..... Seasonal: Activity involves seasonal variations

N/A ..... Not Applicable

≡ ..... Winter

\* ..... Summer

Demands	Description	I	O	F	C	R	S	NA
<b>Physical Demands of Job Tasks</b>								
Kneeling/Squatting	Tasks involve flexion/bending at the knees and ankle, possibly at the waist in order to work at low levels			X				
Leg/Foot Movement	Tasks involve use of the leg and or foot to operate machinery							X
Hand/Arm Movement	Tasks involve use of hands/arms - e.g. stacking, reaching, typing, mopping, sweeping, sorting, and inspecting.					X		
Bending/Twisting	Tasks involve forward or backward bending or twisting at the waist.			X				
Standing	Tasks involve standing in an upright position without moving about					X		
Driving	Tasks involve operating any motor powered vehicle							X

<b>Demands</b>	<b>Description</b>	<b>I</b>	<b>O</b>	<b>F</b>	<b>C</b>	<b>R</b>	<b>S</b>	<b>NA</b>
	Tasks involve driving vehicle on unsealed roads.							X
Sitting	Tasks involve remaining in a seated position during task performance			X				
Reaching	Tasks involve reaching overhead with arms raised above shoulder height or forward reaching with arms extended.		X					
Walking/Running	Tasks involve walking or running on even surfaces				X			
	Tasks involve walking on uneven surfaces							X
	Tasks involve walking up and / or down slopes							X
	Tasks involve walking whilst pushing/pulling objects		X					
Climbing	Tasks involve climbing up or down stairs, ladders, scaffolding, platforms, trees, onto plant							X
	Tasks involve climbing over or under machinery							X
Working at heights	Tasks involve making use of ladders, foot stools, scaffolding, etc. anything where the person stands on an object other than the ground.		X					
Lifting/Carrying	Tasks involve raising/lowering or moving objects from one level/position to another, usually holding an object within the hands/arms		X					
	Tasks involve raising/lowering or moving objects from one level/position to another, usually holding an object within the hands/arms for more than one hour at a time - e.g. whipper snipper.							X
	1. Light lifting/carrying (0-9 Kg)		X					
	2. Moderate lifting/carrying (10-15 Kg)							X
	3. Heavy lifting/carrying (16 Kg and above)							X
Restraining	Tasks involve restraining animals / objects							X
Pushing/Pulling	Tasks involve pushing/pulling hand powered objects away from or towards the body. Also includes striking or jerking. - e.g. hammer, hoe.							X
	Tasks involve pushing/pulling powered objects away from or towards the body. Also includes striking or jerking. - e.g. chainsaw, whipper snipper, jackhammer, drills, grinders.			X				
Grasping	Tasks involve gripping, holding, clasping with fingers or hands.					X		
Manual Dexterity	Tasks involve fine finger movements - i.e. keyboard operation, writing, tightening a nut.					X		
<b>Sensory Demands of Job Tasks</b>								
Sight	Tasks involve use of eyes (sight) as an integral part of task performance - i.e. looking at screen/keyboard in computer operation, working in dark environment, etc.					X		

Demands	Description	I	O	F	C	R	S	NA
Hearing	Tasks involve working in a noisy area - e.g. boiler room, kitchen, workshop and/or operation of noisy machinery/equipment					X		
Smell	Tasks involve the use of the smell senses as an integral part of the task performance - e.g. working with chemicals		X					
<b>Exposure to Chemical Hazards</b>								
Dust	Tasks involve working with dust - e.g. sawdust							X
Gases	Tasks involve working with gases							X
Fumes	Tasks involve working with fumes - i.e., which may cause problems to health if inhaled.							X
Liquids	Tasks involve working with liquids which may cause skin irritations if contact is made with skin - e.g. dermatitis	X						
<b>Working Environment</b>								
Temperature	Tasks involve working in temperature extremes and exposure to outdoor elements - e.g. working in a cool room, working outdoors, boiler room						X	
Confined Spaces	Tasks involve working in confined spaces which may affect individuals with claustrophobia							X

## 11. AUTHORITY TO ACT

Delegations set out in the Council's delegation register or made by the General Manager.

## 12. AMENDMENT TO THIS POSITION DESCRIPTION

This position description may be amended from time-to-time and any changes will be communicated in writing.

Position Description reviewed into new format: 8/10/18

Job Evaluation Assessment Date: 22/02/11

**I accept the requirements of the position description and I can deliver its required outputs.**

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(print name)

.....  
(signed)

.....  
(date)