



UWA Sport & Recreation Association Inc.

POSITION DESCRIPTION

POSITION DETAILS

Position Title: Front Desk Casual Staff	Position number:
Department/Section: Sport & Recreation Centre	Classification:
Permanent/Contract: Casual	Award/Agreement: Employment Agreement
Location: UWA Sport & Recreation Centre	Termination date (if temporary):

POSITION OBJECTIVE:

To provide effective Customer Service at front desk including retail and kiosk sales and other administration duties for the Recreation Centre to best serve the centres' customers from within the university and wider community.

REPORTING RELATIONSHIPS

	Title	Level
<u>This position's supervisor:</u>	Recreation Centre Supervisor	2/3
<u>Other positions reporting to that supervisor:</u>	Front Desk Receptionist Sport and Recreation Junior Assistant	
<u>This position's direct subordinates</u>	NIL	
No. of position under control (not reporting directly to this position)	NIL	

UWA Sport and Recreation Association Mission Statement

- To provide high quality Recreation and Sport opportunities and experiences at UWA through membership and participation.

The aims of the Association are:

- To provide and manage sport, fitness and recreation programs, services and facilities required to meet the needs of the University community.
- To promote amateur sporting and physical recreation amongst members as an essential feature of University life; and
- For that purpose, to encourage and assist in the formation amongst members of sporting and physical recreation clubs and to support and coordinate the activities of clubs so formed.



UWA Sport & Recreation Association Inc.

CONTEXT AND SCOPE

Role of Section or Unit:

To act as first point of customer contact for the whole division as well as the centre itself. Respond appropriately and effectively and provide necessary service and information to maximise customer satisfaction.

Role of position (including key relationships):

- Customer enquiries
- Membership sales and data entry
- Kiosk and product Sales
- Administration duties

Decision making role:

Under the direction of the Recreation Centre Manager:

- NIL

Major accountabilities:

- To meet key performance indicators identified in the strategic and business plans

SUMMARY OF TASKS/DUTIES:

No.	Statement	%
1.	Assist customers with enquiries and bookings and service in person or by	50%
2.	telephone.	20%
3.	Assist customers with kiosk sales	10%
4.	Input of membership data	10%
5.	Ensure each till balances	10%
	Varied administrative duties as directed	



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DETAILS OF TASK AND DUTIES:

ASSIST CUSTOMERS WITH ENQUIRIES AND BOOKINGS

- Assist clients that present at front desk
- Answer main reception telephone and answer general enquiries
- Complete Fitness Centre and Association membership sales for customers
- Complete Recreate Course enrolments
- Take reservations and bookings for sports courts
- Make Physiotherapy appointments for clients

ASSIST CUSTOMERS WITH KIOSK SALES

- General sports drink and food sales
- Make Coffee/Cappuccino/Hot drinks as required for clients
- Sell sports products (tennis/squash balls)

INPUT OF MEMBERSHIP DATA

- Enter new membership details into computer system - Software training provided

ENSURE EACH TILL BALANCES

- Counting and reporting of monies taken to ensure they balance

VARIED ADMINISTRATIVE DUTIES AS REQUIRED

- As directed by the Front Desk Supervisor
 - Photocopying
 - Signage
 - Membership file maintenance/filing

SELECTION CRITERIA:

Essential:

- Cash Handling experience
- Excellent communication skills
- Excellent time management and public relations skills
- Keyboard and computer skills
- Current drivers licence
- Federal Police Clearance



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Desirable:

- Knowledge of the Sport and Recreation Industry.
- Current First Aid Certificate
- Experience in retail sales or kiosk outlet

CERTIFICATION:

We have carefully reviewed this Position Description and are satisfied that it fully and accurately describes the requirements of the position.

Certified by:

Insert Name

Date:

Occupant:

Insert Name

Date:

**Operation Centre
Head or nominee**

**Executive Director
(Or nominee)**

**Position reviewed:
Classification ok/
reclassified**

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