

## POSITION DESCRIPTION

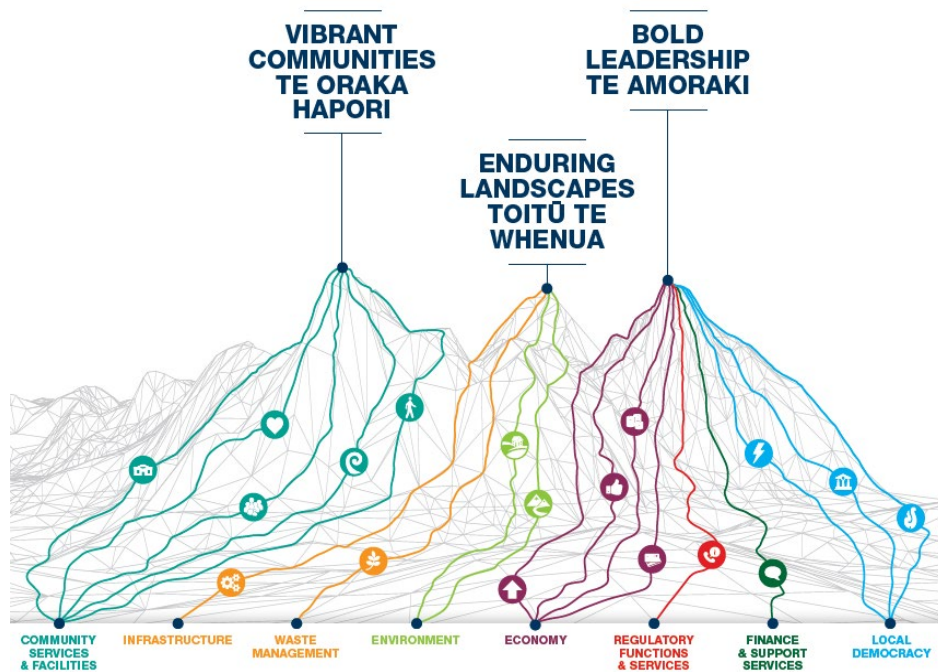
<b>Position:</b>	Duty Officer
<b>Division:</b>	Community Services, Sport and Recreation
<b>Location:</b>	Queenstown Events Centre
<b>Reports to:</b>	Duty Supervisor
<b>Date:</b>	October 2019

### BACKGROUND

Queenstown Lakes is a unique district with population and economic growth, coupled with an international reputation as a tourist destination that is unmatched. It has a relatively small number of residents (approximately 38,000 in 2018) but experiences 2 million + visitors every year.

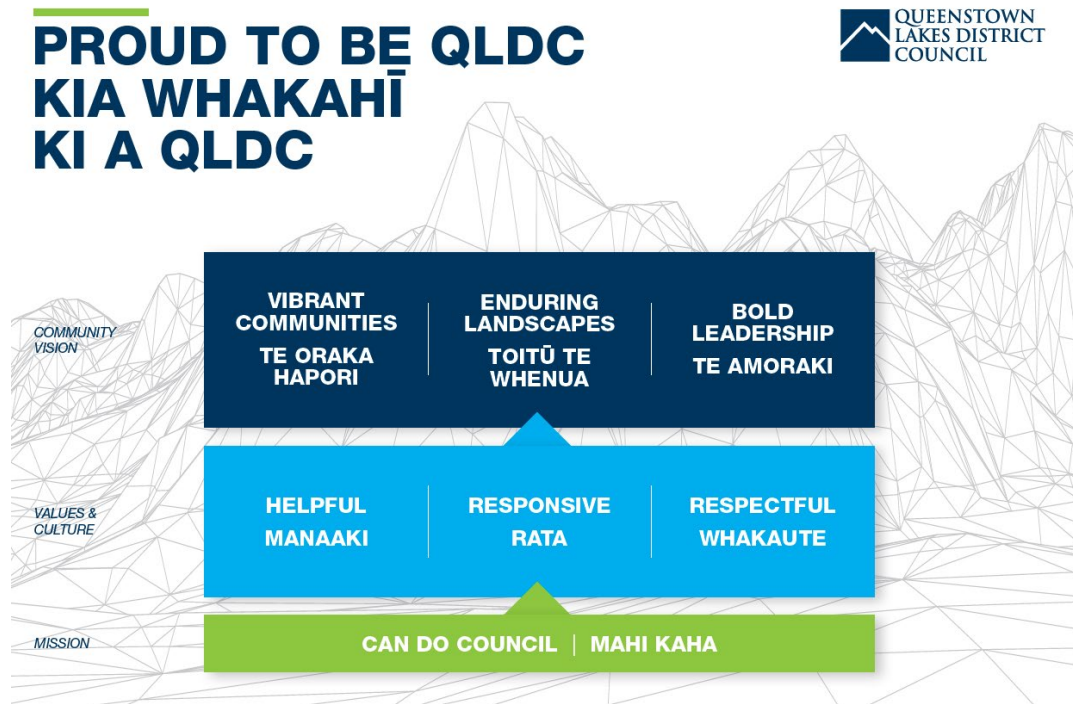
The Queenstown Lakes District Council has a central role to play in maintaining and enhancing the quality and liveability of the outstanding environment of the district. It is also has a central role in development and regulation and provides high quality services and infrastructure to residents and visitors; managing the district's parks, trails, libraries and recreational facilities; enabling sustainable development through consenting services; and regulating local activities..

The 2018-2028 Ten Year Plan aspires to create momentum in a range of areas through a focus on three peaks - enduring landscapes, bold leadership and strong and diverse communities. The 2018/2019 Annual Plan provides for a total of 380+ council staff.



## VISION, MISSION AND VALUES

We're proud to be QLDC, and our culture is an important part of who we are. The vision, mission and values set out below are the foundation for our organisational culture; how and why we go about things:



## PURPOSE

The role of Duty Officer is to support the Duty Supervisor in ensuring the safety and security of both users and visitors to the Queenstown Events Centre and other Sport and Recreation venues, as well as working towards improving the safety, cleanliness and atmosphere both in the buildings, grounds and car park. Additional duties include; supporting other teams (Pool, Customer Service, Fitness, Programmes and Venues) where required in setups/events/maintenance and bookings for Sport & Recreation facilities and to act as a contact point for external contractors and customers needing assistance where required.

## KEY TASKS

### Customer Service

- Maintaining high quality customer service standards, including telephone answering
- Demonstrating excellent time management, reliability and personal presentation
- Demonstrating excellent service to all customers showing empathy and understanding of cultural differences
- Maintaining knowledge of all events and bookings, activities and recreation programmes
- Upholding a working relationship with the Duty Supervisor and other Sport & Recreation Supervisors

- Attending training and job related meetings as required
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- Continually demonstrate initiative by proactively solving problems and resolving potential issues before they can escalate
- Assist with maintenance identification and repairs where appropriate
- Responsible for ensuring that specific maintenance or remedial requirements re identified, recorded and reported

### **Operations**

- Carry out court room set ups as per the daily events bookings, activities and recreation programmes
- Ensure foyer, exterior areas and changing areas / toilets are clean and tidy for customers at all times
- Carry out specific cleaning inspections and liaise with the contractors as required
- Responsible for the removal and disposal of all rubbish and litter from the Oval and all surrounding exterior areas including the car parks and sports fields
- Ensure that all lost property is recorded and stored in the appropriate manner if required
- Regular presence in the carpark and other external areas to ensure safety of customers and cars
- Provide support to other teams during busy periods and cover breaks in Pool, Customer Service, Venues and Fitness areas if required
- Remain in phone contact at all times whilst on duty
- Security- Lock and unlock doors for users, contractors and recreation classes including opening and closing procedures for the whole facility
- Sport & recreation fleet management and car cleaning
- Identify hazards and record / report appropriately
- First call for first aid in foyers, meeting rooms and external areas, as well as back up for other teams
- Ensure accident reporting procedures are followed
- Attend Sport & Recreation Health & Safety meetings if required by the Duty Supervisor
- Carry out evacuation training and Health & Safety inductions for all new starters to QEC and other venues as required
- Carry out building and equipment checks as part of QLDC's Health and safety requirements

### **Corporate Responsibilities**

- Build commitment to QLDC's vision, values and services.
- Willingly undertake any duty required within the context of the position.
- Manage own personal health and safety and takes appropriate action to deal with workplace hazards, accidents and incidents.
- Comply with all legislative requirements.
- Adhere to QLDC's Code of Conduct.

## KEY RELATIONSHIPS

### Internal:

- Duty Supervisor
- Duty Officers
- Customer Service Advisors
- Venue Booking Coordinators
- Maintenance personnel

### External:

- Contract cleaners
- Customers hiring facilities
- Facility Contractors

## ACCOUNTABILITIES AND DELEGATIONS

### Financial Authority

- None

### Staff Authority

- None

## PERSON SPECIFICATION

### Education

- Current comprehensive First Aid certificate required
- NCEA level 3 in Sport and Recreation or a Trade is desirable
- Fire warden and staff safety training desirable

### Experience

- 2 years + required in a similar role
- Experience in general repair and maintenance is preferable
- Highly motivated, achievement-oriented and innovative professional.
- Excellent interpersonal skills. Relates well to all kinds of people and has the ability to establish and build upon working relationships effectively.
- Conveys a professional and positive image, with a courteous and efficient manner.
- Highly motivated, achievement-oriented and innovative professional

## COMPETENCIES

Core competencies for all employees of QLDC:

Customer focus	Is dedicated to meeting the expectations and requirements of internal and external customers; Gets first hand customer information and uses it for improvements in products and services; Acts with customers in mind; establishes and
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	maintains effective relationships with customers and gains their trust and respect.
Action Oriented	Enjoys working hard; is action oriented and full of energy for the things he/she sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others.
Drive for results	Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.
Integrity & Trust	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
Relationship Management & Team working	Relates well to all kinds of people, up, down, sideways, inside and outside of the organisation; Builds appropriate rapport quickly; Builds constructive and effective relationships; Uses diplomacy and tact; Can defuse high tension situations comfortably.
Health & Safety	<ul style="list-style-type: none"> <li>• Ensures compliance to all legal/statutory and company requirements for Health and Safety</li> <li>• Adheres to all QLDC's Health &amp; Safety policies and procedures</li> <li>• Is actively involved in QLDC's health and safety systems</li> <li>• Wears relevant personal protective clothing and equipment as and when required* Use only for roles where PPE may be required</li> <li>• Reports any pain, discomfort or other health &amp; safety concerns as soon as possible</li> <li>• Ensures all accidents, incidents and hazards are reported using QLDC's Health &amp; Safety reporting procedures</li> </ul>
Informing	Provides the information people need to know to do their jobs; Provides individuals with information so that they can make accurate decisions and give appropriate advice to others; is timely with information
Organising	Can marshal resources (people, funding, material, support) to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently; arranges files and information in a useful manner.