

Job Description

RECEPTIONIST	
ACACIA RIDGE LEISURE CENTRE	
POSITION LEVEL	Full Time / Part Time / Casual, Fitness Industry Award 2010
REPORTS TO	Aquatic Facility Manager or other person who may from time to time be appointed.
PRIMARY RESPONSIBILITIES	<ol style="list-style-type: none"> 1. To provide accurate information to customers on all aspects of Centre activities and services. 2. To answer incoming phone calls and to take messages or pass on calls, if necessary. 3. Monitor all new enquiries and record all required details for marketing purposes and as required by Centre Manager. 4. To process all transactions relating to the centres services / products through the Links POS system. 5. To keep the reception, canteen and foyer area in a clean and tidy state at all times, and sign off on the cleaning roster. 6. To liaise with the Aquatic Facility Manager on re-ordering of stock. 7. To complete the daily Cash Reconciliation and Banking Details when required. 8. To open and/or close the facility according to set out procedures and reception roster. 9. Undertake Annual Stocktake. 10. To change/update names on aerobics class whiteboard weekly and as required. 11. Transfer permanent squash bookings over each evening, and rule up booking sheet as required. 12. Input data from membership applications and program registration forms into computer. 13. File membership applications and all other documents accurately in 'Filing to Do' each shift. 14. Ensure fridge/freezer and microwave are cleaned regularly on weekends, and shelves are stocked. 15. Undertake general reception duties. 16. Ensure that all administration tasks are completed. 17. Conduct travel path daily. 18. Comply with all practices in the Managerial Policies and Procedures Manual. 19. Continually monitor the cleanliness, safety, security and presentation of the centre in conjunction with all other staff. 20. Any other duties as directed by the Centre Manager. 21. Create internal promotional material (posters / signage) appropriate to centre promotions / activities. 22. Ensure only current signage is on display throughout the centre. 23. Check reception copy of marketing plan constantly so to be aware of Centre operation and promotion. 24. Ensure personal training visits are scanned correctly and cancellation policy and charges are strictly adhered to. 25. Maintain confidentiality of information of the YMCA of Brisbane and Y-Care records and files, staff and clients 26. Maintain the work environment so as to minimise risk to both customers and staff 27. Report identifiable risk so that immediate action can be taken 28. Comply with the YMCA's Occupational Health and Safety Policies and Procedures, including those relating to your specific role as found in the OHS

	<p>Management: Roles and Responsibilities document</p> <p>29. To maintain the Quality System and report any deviations from the intended system</p> <p>30. Uphold and promote the policies and mission of the YMCA of Brisbane including compliance with all practices in the “YMCA Quality Manual”</p> <p>31. Must be aware of and implement the YMCA’s Safeguarding Children and Young People Policy</p> <p>32. Any other duties as determined by the Chief Executive Officer from time to time.</p>
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KNOWLEDGE AND EXPERIENCE	<ol style="list-style-type: none"> 1. This position requires an understanding of how the facility operates and knowledge of the user groups. 2. Excellent customer liaison skills. 3. Knowledge of basic accounting procedures. 4. An understanding of computer software and point of sale packages. 5. Senior First Aid & CPR. 6. Current Certificate of suitability in accordance with the Commission for Children and Young people and Child Guardian.
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Authorised By: _____ Dated: 24/08/2011