Engagement Description

Title	Casual Junior Pool Kiosk Attendant
System Identifier	CAS_JPKA
Directorate	Corporate & Community
Division	Corporate Services Group – Leisure Centres
Reports to	Pool Supervisor
Grade	CAS_Award Operational Band 1 Junior/Trainees T1-T5
Date Reviewed	August 2026

Primary Purpose

Kiosk Attendants serve patrons at Council's leisure centres in an effective & efficient manner, preparing food, cleaning of facilities and taking monies for entrance, merchandise and other relevant front of house sales duties and providing a valuable service to the community.

This document describes the key responsibilities of the engagement and is not designed to be prescriptive. The incumbent will contribute to Council's vision *"Hilltops is a thriving region offering a relaxed country lifestyle and diverse economy. We value and protect our friendly community spirit, pristine natural environment, and deep cultural heritage. We have strong connections, making the Hilltops region a vibrant place to live, work, play and invest",* promote our organisational values: **Safety, Trust, Accountability and Respect** and use these to guide decisions, actions and conduct.

Key Accountabilities

- Contribute to a safe workplace by complying with legislative and organisational Work Health and Safety requirements.
- Deliver high-quality customer service by communicating effectively with patrons and colleagues, processing admissions and kiosk sales, operating entry systems, and contributing to a welcoming aquatic facility environment.
- Prepare and serve food and beverages safely and efficiently in accordance with approved recipes, food safety requirements, and stock control procedures.
- Operate and care for kiosk equipment and facilities safely and responsibly, ensuring work areas are clean, hygienic, well-presented and fit for purpose.
- Maintain a safe workplace by following safe work procedures, participating in risk management activities, identifying and reporting hazards, and supporting emergency response requirements.

- Contribute to the smooth operation of the leisure centre by undertaking routine operational tasks, maintaining facility standards, and reporting maintenance or equipment issues as required.
- Complete administrative and financial responsibilities accurately, including cash handling, balancing takings, and keeping appropriate records/receipts.
- Work collaboratively and professionally with supervisors and team members, demonstrating initiative, accountability, sound judgement and a positive approach to work.
- Maintain required knowledge, skills and compliance standards through participation in training and adherence to Council policies, procedures and legislative requirements.
- Create and capture information in Council's designated databases to ensure legislative compliance.
- Contribute to the performance of Council by demonstrating professional conduct, making the best use of knowledge, experience & skills and being accountable for own decisions and actions.

Essential Criteria

1. Experience in cash handling, customer service skills, cash reconciliation skills and interpersonal skills.
2. Food Handler Basics training through the NSW Food Authority.
3. Currency in NSW Working with Children Check (if aged over 18).

Desirable Criteria

1. Experience working in the Local Government Sector or other Government body.
2. Previous experience working in a swimming pool environment.

Decision Making

The incumbent has the authority to take any reasonable steps to ensure the achievement of agreed objectives set out in the relevant business plan. The role may have delegations from the General Manager as set out in an instrument of delegation. All decisions must be in accordance with legislation and Council policies & procedures. Decisions should be consistent with the objectives of Council's strategies & plans.

All staff have the power to stop work in circumstances that are deemed an immediate risk to health and safety until a satisfactory resolution is agreed and implemented.

Acceptance of the role

This document is a broad description of the accountabilities, duties and required capabilities relating to the engagement. It may evolve and change over time in line with changing strategic and operational requirements. Continuing development, change and improvement of processes, practices, knowledge, skills and behaviours are expected at Hilltops Council.

I have signed below in acknowledgement of reading, understanding and accepting the contents of this document. I accept that, with consultation, my duties may be modified by Hilltops Council from time-to-time as necessary. By signing, I agree to work in accordance with the above, and will abide by Hilltops Council's Code of Conduct, policies and procedures.

Name:
Signature:
Date: