



Position Description – Venue Supervisor

Reporting To: Operations Manager

Position Type: Casual

Overall Objective:

This is a customer service position, your role is to represent Keilor Basketball Association (KBA) and ensure the health and safety and enjoyment of all participants, including players, coaches, referees and spectators.

Qualifications:

- Level 1 First Aid, CPR and defibrillator (necessary)
- Current employee Working with Children Check (necessary)
- Background in Basketball (preferred but not necessary)
- Experience in complaint handling/conflict management (preferred)

Responsibilities include, but are not limited to the following:

- Supervise the relevant venue, ensuring all games are running smoothly
- Open/close venue rostered to and ensure all is safe for entry to all
- Hand out any information to participants as required
- Administer first aid as required
- Fill in first aid reports as necessary
- Maintain a clean, tidy and safe working environment
- Ensure the stadium/courts are kept clean at all times
- Provide support to customers as needed
- Provide support to the referees as needed
- Deal with any disputes/complaints as they arise in the appropriate manner
- Project a professional image to all internal and external customers by maintaining dress code and correct grooming

Health and Safety

- Ensure the health and safety of all participants
- Ensure all incidents are recorded correctly
- Use the correct handling and lifting procedures as required for venue setup

Customer Service

- Should be friendly and approachable
- Should be personable to deal with customer queries and requests
- Ensure acceptable behaviour amongst all participants

Occasional Duties

- To undergo training courses and attend meetings when necessary
- To be prepared to challenge and adapt to work methods and procedures to ensure the smooth running of the Association
- To carry out any reasonable management request

Potential available hours of work are as follows:

- Monday – Friday 4pm – 11pm
- Saturday 7am-6pm (split shifts)
- Sunday 7am-9pm (split shifts)
- Other times may be required season dependant

It is the intention that this job description is seen as a guide to the major areas and duties for which the job holder is accountable. However, the business may change, and the job holder's obligations are bound to vary and develop, so the job description should be seen as a guide and not as a permanent and definitive statement.

Interested applicants can send their resume, along with a cover letter to Terri Sutton at terri.sutton@keilorbasketball.com.au