

## Position Description

<b>Job title:</b>	<b>Shift Supervisor</b>
<b>Reporting to:</b>	<b>Venue &amp; Programs Supervisor</b>
<b>Department:</b>	<b>Tennis</b>
<b>Location:</b>	<b>St Lucia</b>

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### Purpose of the Position

The Shift Supervisor is responsible for the day-to-day supervision of the Tennis Centre facilities, ensuring exceptional customer service and venue presentation. This role is also responsible for delegating tasks to staff, responding to complaints appropriately and managing emergency response.

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### Key Responsibilities

- Supporting an organisational culture of positivity, accountability and success
- Overseeing the delivery of services at the facilities acting as a point of contact for customers and staff, and effectively responding to queries and resolving customer complaints
- Providing leadership amongst staff by coordinating and delegating tasks
- Assisting with the delivery of a variety of customer enquiries and administrative tasks including collecting customer details and memberships, receipt of payments and liaising with user groups
- Monitoring facility usage and ensuring compliance with policies, procedures and safety standards, identifying hazards, incident management and reporting
- Administering first aid according to prescribed procedures, including notifying emergency and security authorities where necessary
- Providing exceptional customer service to existing and prospective UQ Sport customers, staff and visitors and welcoming them to the facility
- Performing various physical tasks including setup/ take down of equipment
- Maintaining a tidy and professional environment and executing various cleaning tasks within the facility
- Maintaining a positive profile for UQ Sport in the wider community

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### Essential Qualifications

- First Aid and CPR certificates
- Blue Card

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### Essential Experience and Skills

- A minimum of 12 months' experience in a retail or customer service environment

- Demonstrated ability to engage and lead a team
- Proven cash handling experience and experience using Point of Sale systems
- Demonstrated commitment to customer service excellence
- Exceptional communication skills and interpersonal skills
- Ability to work cooperatively and effectively with others to achieve common goals
- Demonstrated ability to take initiative and be proactive

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## Essential Behavioural Competencies

- Passion for continuous learning and professional development
- Ability to develop meaningful relationships with internal and external stakeholders
- Demonstrated ability to create positive experience with customers, clients and colleagues
- Support, listen to, encourage, and collaborate with colleagues
- Consistent drive to take ownership of the position, plan and organise to deliver on promises
- Be a respectful and reliable team member
- Align behaviour with the UQ Sport values and guiding principles
- Communicate well with, and motivate your team
- Encourage team participation and performance
- Ability to professionally develop your team and provide avenues for advancement
- Initiative to identify problems and provide effective solutions
- Champion innovation, embrace feedback and strive to implement positive changes for continuous improvement
- Drive company vision, mission and business strategy within your discipline

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## Essential Health and Safety Responsibilities

- Visibly leading, modelling and communicating expected health and safety behaviours
- Communicating and consulting with workers on health and safety issues impacting the workplace
- Ensuring all workers are suitably licenced, trained and competent which also includes participating in meetings, training and other health and safety instructions
- Actively reporting workplace hazards, injuries and accidents arising from workplace activities and providing recommendations for corrective actions to prevent or minimise the chance of recurrence
- Complying with obligations under *Work Health and Safety Act 2011*