

Position Description

Job title:	Shift Supervisor
Reporting to:	Assistant Manager - Tennis
Department:	Tennis
Location:	St Lucia

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.

Key Responsibilities

- Supporting an organisational culture of positivity, accountability and success.
- Providing exceptional customer service, welcoming and responding to enquiries of existing and prospective UQ Sport customers, staff and visitors; and resolving customer complaints in a prompt, effective and courteous manner.
- Liaising with user groups, confirming bookings, and resourcing the venue for events, as well as assisting with bookings administration. This includes maximising court utilisation and consistency, crediting bookings and coaching sessions, and enforcing booking and membership terms and conditions.
- Performing various physical tasks including opening and closing the venue and setting up and packing up equipment; Maintaining a tidy and professional environment and executing various cleaning tasks within the facility.
- Ensuring Pro Shop reception and venue are appropriately presented and resourced, including maintaining the visual appeal of equipment, posters, and retail merchandising, as well as ensuring the availability of first aid supplies, stationery, and cash replenishment.
- Racquet stringing services, ensuring equipment is maintained and best processes are followed.
- 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 leadership amongst staff by coordinating and delegating tasks, rostering and communicating schedules and roster changes with coaches and customer service officers.
- Assist with training staff in product knowledge, customer service, retail, administration, restringing, regripping, opening and closing procedures, and safe operating procedures.
- Assist retail and food and beverage teams with retail replenishment and stock management. This includes performing stock takes, requesting stock from the retail team and ensuring that storage areas are tidy and organised.
- Assist with the coordination of Tennis Centre facility related work requests, ensuring all equipment, accessories and amenities at the venue are adequately serviced and in good working order.
- Assist the Assistant Manager with developing and improving Tennis Centre venue operating procedures.

- Maintaining a positive profile for UQ Sport in the wider community.

Essential Qualifications

- First Aid and CPR certificates
- Blue Card

Essential Experience and Skills

- A minimum of 12 months' experience in a retail or customer service environment
- Ability to perform manual handling tasks, lifting up to 15kgs.
- Demonstrated ability to engage and lead a team
- Proven cash handling experience and experience using Point of Sale systems
- Proven computer literacy and ability to use bookings systems and Microsoft 365
- 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

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

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*