



Session Controller

Job Description

Title	Session Controller
Reports to	Centre Manager
Basis of Employment	Casual Employee under the Sport and Recreation Modern Award
Pay Rate	\$28.38 per hour (inclusive of casual loading)
Location	Brisbane Table Tennis Centre, 86 Green Terrace, Windsor
Hours	This is a position with flexible varied hours. Due to the nature of the position and the sport industry, the position will be rostered to work shifts that fall on mornings, evenings, and weekends. It is envisaged that this position will primarily be for Friday evenings from 6pm until 9.30pm.
Blue Card	This position will require the holder to hold or be able to hold a Working with Children Blue Card.

Duties

The Session Controller's responsibilities include:

Customer Service

- Provide excellent customer service to customers, both in person and over the telephone
- Market and promote the centre's programs and services to customers
- Accept customer bookings and membership applications for programs and services at the centre

Sales

- Provide customers with excellent and knowledgeable service in sales of table tennis equipment and accessories from our pro shop.
- Sell drinks and snacks to customers as required.

Administration

- Administer all aspects of regular competition evenings as required
- Undertake administrative tasks as required and assist with stock control, reordering and maintaining computer records
- Exercise sound cash handling principals and use of Point of Sale (POS) systems
- Successfully complete end of day till cash closing procedures
- Maintain cleanliness of reception, retail, foyer and changing areas

Other

- Secure Centre at the end of the session
- Comply with the procedures for safety, training, document control, corrective and preventative action and customer complaints
- Remain inclusive and tolerant and at all times recognise and respect an individual's gender, race, age, culture, ethnicity, class, religion or disability
- Other duties may be allocated from time to time. These will be in accordance with the employee's range of skills, competence, training and/or experience or be part of a training/development

To apply, please email your resume to Derek Scott, Chief Executive Officer, at derek@brisbanetabletennis.org.au by 1 November 2019.