

POSITION DESCRIPTION – SQUASH CENTRE ASSISTANT

POSITION TITLE:	Squash Centre Assistant - Front Counter
REPORTS TO:	Carrara Squash Centre Manager
CASUAL:	All Squash Centre Assistant roles are casual positions with hours varying from week to week based on centre requirements. Typically, there will be approximately 18 hours total per week - dependent on the number of staff engaged.
LOCATION:	Carrara Squash Centre - Carrara

PURPOSE OF THE ROLE

To assist or work autonomously in the day to day operations of the Carrara Squash Centre and Pro Shop.

This role is part time with some flexibility around hours, days and operations.

Set hours and duties will be determined by availability and skill set incumbent upon agreement. This will be approved by the Centre Manager.

KEY RESPONSIBILITIES

1. Front of House and Pro Shop

- To always act in a professional, friendly manner with a high level of Customer service while assisting all Clients, and Associates of Carrara Squash Centre.
- To be competent in using SportyHq to make, check and confirm court bookings.
- To be competent in using Point of Sale software for purchase and payment of goods from the Pro Shop and payments for court bookings.
- Update Centre Membership database.
- To communicate and answer questions regarding all products, including Coaching, Classes and Membership deals.
- Ensure all stock for sale is neat, organised and clearly visible.
- To replenish stock after sales.
- Ensure all Customers have a good experience when visiting Carrara Squash Centre.

2. Competition Management

- In house leagues
- Pennant
- Carrara Tournaments

3. House Keeping

- Keep centre clean and tidy at all times
- Empty bins
- Sweep courts
- Clean glass

4. Health and Safety

- Health and safety is everyones responsibility.
- Always act in a way that does not endanger yourself or others.
- Report any injuries, accidents near missed etc immediately to the Centre Manager.