

Receptionist / Cashier Position Description

Department/Group:	Aquatics / Experiences Group
Reports to:	Aquatics Administration Team Leader
Location:	Splash Centre - 220 London Street, Springvale, Whanganui 4501 Whanganui East Pool, 67 Tinirau Street, Whanganui (as required)
Post Number:	EMV 948
PD Created / Modified:	March 2026

Whanganui District Council Vision

To be an energised, united, and thriving district offering abundant opportunities for everyone.

Our Values

- Positive and encouraging
- Collaborative brilliance
- Make great happen

Position Purpose

The **Receptionist/Cashier** is responsible for being the first point of contact for customers with sales, enquires, payments and complaints.

Key Result Areas

The position of **Receptionist/Cashier** encompasses the following major functions or Key Result Areas:

<i>Key Result Area:</i>	<i>Job holder is successful if:</i>
1. Aquatic Centre Business	
<ul style="list-style-type: none"> • Process Pool Bookings • Operate point of sale systems including cash, Eftpos and balancing the takings at the end of shift. • Assist with stock management and stocktakes 	<ul style="list-style-type: none"> • End of day reports are correct with no anomalies and change is given correctly to customers. Cash register and Eftpos balance at end of shift.

<ul style="list-style-type: none"> • Maintain knowledge of the operations, activities, terms and conditions and customer information in regard to Aquatics (Splash Centre anWhanganui East) and communicate this knowledge to the public in a friendly and professional manner. • Maintain a full working knowledge of all necessary procedures as outlined in the Cashiers Information manual, specifically the Emergency Action Plan. • Record as accurately as possible, any incidents that occur during your shift and what action was taken to the Administration Manager. • Record/report any concerns of patrons or staff to the Administration Manager or Aquatics Services Manager. 	<ul style="list-style-type: none"> • Patron’s needs dealt with accurately and efficiently; and positive relationship developed with them.
2. Café Service	
<ul style="list-style-type: none"> • Provide customers with beverages from the semi-automatic coffee machine • Maintain a clean, tidy work area • Food handling practices are observed at all times • Maintain and clean the semi-automatic coffee machine in line with guidelines 	<ul style="list-style-type: none"> • Patrons are served with respect and in a timely manner while ensuring orders are fulfilled correctly. • Beverages are not returned as sub-standard. • Food Certification is maintained.
3. Customer Service	
<ul style="list-style-type: none"> • Demonstrate a “customer first” culture within the team, group and in the wider organisation. • Act as a Customer Advocate in the team, group and in the wider organisation. • See customer feedback as an opportunity to improve service. • Develop partnerships within the organisation to meet customer needs. • Contribute to the development of customer focused policies and procedure. 	<ul style="list-style-type: none"> • There is demonstrated application of the Customer First and associated guidelines. • Availability for customers is ensured. • There is evidence of understanding of the needs of the customer and improving customer service. • Any appropriate Service Level Agreement requirements are met. • CRM and correspondence are responded to in required timeframe (where appropriate) • Customer queries/requests are followed through in manner that ensures closure.
4. Long-term & Annual Planning Process	
<ul style="list-style-type: none"> • Support and participate in the Long-term & Annual Planning Process for the Council when required. 	<ul style="list-style-type: none"> • The Project Manager receives effective support in achieving the Council’s statutory obligations in the development of the plans, including by providing high quality and timely information to the Project Manager as required. • Contributes to the development of business cases that support effective decision making.

5. Emergency Management	
<ul style="list-style-type: none"> Support and participation in Emergency Management for Council when required. 	<ul style="list-style-type: none"> The Emergency Manager receives effective support in achieving the Council's statutory and community obligations in emergency and risk management. Effective and active participation, and, where appropriate, the release of staff for emergency response situations and planned training.
6. Risk Management	
<ul style="list-style-type: none"> Compliance with Risk Management. 	<ul style="list-style-type: none"> Best practice risk management procedures apply to all projects, contracts, and day to day activities. Compliance with Council risk management policies and procedures including Business Continuity, Crisis Management and Legal Compliance. Risks associated with functions managed and policies being developed are accurately identified, evaluated, and reduced.
7. Health and Safety	
<ul style="list-style-type: none"> Comply with all safe work procedures, policies, and instructions. Report all incidents, hazards/risks, and injuries to supervisors in a timely manner. Actively participate in the ongoing development of safe workplace practices in the Whanganui District Council. Take personal responsibility for own safety without putting others at risk. 	<ul style="list-style-type: none"> Comply with any reasonable instruction that is given to you by the PCBU or your Manager. Timely, full, and accurate completion of incidents on the H & S electronic reporting. Participate in all Whanganui District Council Health & Safety Induction programmes and updates as and when required. Demonstrate commitment to Health & Safety for yourself, your staff and contractors and your work colleagues.
8. Professional Development and Training	
<ul style="list-style-type: none"> Professional Development/Training Needs are identified and enacted. 	<ul style="list-style-type: none"> Own training needs are identified through appraisal and training needs analysis. Agreed training programmed/development opportunities are taken up. Knowledge of both management and professional areas remains up to date.
9. Other	
Special projects and additional duties commensurate with the position are completed from time to time as requested, meeting quality standards and deadline requirements.	

Note:

The above performance standards are provided as a guide only. The precise performance objectives and measures for this position will need further discussion between the jobholder and manager as part of the performance management process

Key Relationships:

Internal	External
<ul style="list-style-type: none"> • All Splash staff • Splash Leadership Team • WDC staff 	<ul style="list-style-type: none"> • General Public (Customers) • Students and Parents • Swimming Clubs • Schools and Sports Clubs • Other Local & Government Authorities • Water Safety New Zealand

Role Scope:

Direct Management of Staff:	Nil
Indirect Management of Staff:	Nil
Delegated Financial Authority:	In accordance with delegated authority guidelines

Qualifications and Experience:

Essential:	Desirable:
<ul style="list-style-type: none"> • Prior customer service experience in a retail environment • Experience with Point of Sale/Computer systems • Excellent communication and interpersonal skills. • First Aid certification – Training to be provided 	<ul style="list-style-type: none"> • Knowledge of Microsoft Products – particularly Outlook, Word, PowerPoint and Excel. • Barista and/or café experience

Variation:

From time to time, it may be necessary to consider changes in the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for performance planning for the annual performance cycle or as required.

Acceptance of Position Description

I have read the attached Position Description and agree that it represents the duties I will perform for the above position.

Employee: _____ Dated: _____

General Manager: _____ Dated: _____