

Position Description

POSITION : Pool Crew
REPORTS TO : Aquatics Supervisor
LOCATION : Roxburgh Pool

Description

To assist the Pool Team Leader to provide a professional, safe and clean environment for the community through delivering excellent customer service.

Our Values

Our values embody the culture of the Central Otago District Council, how we behave and how decisions are made. They are built by staff, for staff, ensuring that all employees are on the same page so we can achieve and deliver our vision.

 **Be**
Respectful
 **Work**
together
 **Be**
courageous



**Me manaaki tētahi ki tētahi, me
pakihiwitahi te tū – kia haere tahi ai tātou**

Respect each other, stand shoulder to shoulder – so that we may travel on this journey together

Principle Duties and Responsibilities

The Pool Crew is responsible for:

1. Undertaking lifeguard duties as required by the Team Leader / Aquatics Manager.
2. Assisting in the operation and maintenance of building, plant and equipment.
3. Undertaking water testing as required.
4. Undertaking facility and pool cleaning as required and ensure compliance with Health and Safety obligations.
5. Provide excellent customer service including admissions.
6. Attend staff training and team meetings on a regular basis and assist in the provision of on job staff training as requested.
7. Other such duties outside of those listed above that may, from time to time, be required by the Centre Team Leader / Pool Crew Shift Leader to assist in the professional running of the complex and its programs.

Key Result Areas

The duties are being carried out to a satisfactory standard when:

- A high standard of customer safety and pool discipline is maintained, and all Health and Safety protocols are actioned including that all incidents and accidents are reported and dealt with in the appropriate manner.
- All pools facilities are clean, tidy, and presented to a high standard.
- Instructions are carried out promptly and efficiently in a professional manner.
- Problems of a routine nature are dealt with sensibly, in a professional manner and ongoing or serious problems are reported immediately to the Centre Team Leader.
- A friendly helpful and courteous attitude is evident at all times in the way in which the employee carries out his/her duties and relates to Aquatic Centre customers and centre staff.
- Accurately process sales and admissions.

Delegations

The Pool Crew makes decisions within the authority delegated by the Parks and Recreation Manager.

Position Requirements

- Be a competent swimmer, able to maintain a high standard of life-saving techniques and be able to demonstrate skills required of the Pool Lifeguard Practising Certificate (PLPC) at any stage of their employment without prior notice. Be prepared to do on-going training to obtain higher qualifications.
- A high level of customer relations and communication skills.
- A current First Aid Certificate and a PLPC.
- Exhibit personal attributes and behaviours e.g. friendliness, enthusiasm and professionalism that will encourage customers to return to the pool to enjoy the facilities.

Experience/Knowledge

- Administration skills
- Lifesaving qualifications
- First Aid
- Good standard of personal fitness

Specific Skills

- Public relations
- Good written and oral communication skills
- Time management/organisational
- Good interpersonal skills
- Respect for the customer and all staff
- Honesty
- Integrity
- Do your part within the team

Relationships

External

Customers
Contractors

Internal

Chief Executive Officer
Group manager – Planning and Infrastructure
Parks and Recreation Manager
Centre Team Leader
Swim School
Other Pool staff