

Position Description

POSITION	: Pool Crew
REPORTS TO	: Pool Team Leader
LOCATION	: Cromwell

Purpose

To actively supervise all users in the aquatics area to ensure, promote and to educate them in safe conduct, while promoting a good public image and a high level of customer satisfaction.

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.



**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

Principal Duties and Responsibilities

Lifeguarding:

- Actively supervise aquatic facilities and activities, interacting with customers to impact positively on their behaviour, ensuring a safe environment is maintained
- Maintain a high level of water fitness and competence in both wet and dry rescue techniques as well as first aid and basic life support skills.
- Provide excellent customer service including admissions, retail enquiries and promotion of programmes.
- Respond quickly and effectively to emergencies and to customers in difficulty, ensuring both personal and customers safety
- Undertaking facility and pool cleaning as required and ensure compliance with Health and Safety obligations.
- Have control of the pool area being supervised and ensure all facility rules and procedures are being adhered to.

- 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

- Work effectively as a part of the Lifeguard team to ensure strong positive working relationships with other staff, and ensure consistent customer service
- Be familiar with emergency procedures and take on the duties as area fire warden during evacuation as required.
- Attend and take an active role at staff meetings and trainings.
- All pools facilities are clean, tidy and presented to a high standard.
- 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.
- To fully understand the range of programmes and retail products to be able to promote them fully.
- Contribute to and follow health and safety policies and procedures, including accurate reporting.
- Problems of a routine nature are dealt with sensibly, in a professional manner and ongoing or serious problems are reported immediately to the Pool Team Leader.
- Accurately process sales and admissions.

Delegations

The Pool Crew makes decisions within the authority delegated by the Pool Team Leader, Aquatics Manager and 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.

Customer Focus

- Listens to customers and actively seeks to meet or exceed customer needs.
- Committed to delivering high quality outcomes for customers
- Teamwork - collaborates and shares information with others in pursuit of team goals. Shows consideration, concern and respect for other feelings and ideas while accommodating to their style of working. Encourages constructive resolution of conflict within a group.

Communication Skills

- Speaks clearly, concisely, and confidently using a polite and considerate manner.
- Initiative and Enthusiasm

- Demonstrates enthusiasm, commitment and capacity for sustained effort and hard work. Demonstrates a proactive and self-starting approach. Sets high standards of performance for self and others, ensuring ownership of actions.

Specialist

- Hold or be willing to obtain New Zealand Pool Lifeguard Practising Certificate.
- Hold or be willing to obtain a current Comprehensive First Aid Certificate.
- Ability to carry out a variety of water rescues and life-saving techniques correctly and competently.
- Ability to swim 200 metres front crawl continuously and competently in under 6 minutes.

Relationships

External

Customers
Contractors

Internal

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