

CENTRAL OTAGO DISTRICT COUNCIL

JOB DESCRIPTION

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

DESCRIPTION

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

PRINCIPAL DUTIES AND RESPONSIBILITIES

The Pool Crew is responsible for:

1. Undertaking lifeguard duties as required by the Centre Team Leader / Pool Crew Shift Leader.
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, retail enquiries and promotion of programmes.
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:

1. 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.
2. All pools facilities are clean, tidy and presented to a high standard.
3. Instructions are carried out promptly and efficiently in a professional manner.

4. 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.
5. 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.
6. To fully understand the range of programmes and retail products to be able to promote them fully.
7. Accurately process sales and admissions.

DELEGATIONS

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

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

PERSONAL QUALITIES AND QUALIFICATIONS

- 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

VALUES



OUR STAFF VALUES



Be Respectful

- Listen to learn and understand
- Respect our differences
- Act with integrity
- Be patient and kind



Work together

- Collaborate
- Communicate
- Cooperate
- Think across the organisation



Be courageous

- Speak up
- Deliver the best
- Take smart risks
- Be open to change



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