

CENTRAL OTAGO DISTRICT COUNCIL

JOB DESCRIPTION

POSITION	:	Swim School Team Leader
REPORTS TO	:	Aquatics Manager
LOCATION	:	Alexandra and Cromwell
DIRECT REPORTS	:	8-10

PRIMARY OBJECTIVE

To provide an efficient and friendly service to swimming school customers in the Central Otago district and to assist in the efficient and effective running of Councils learn to swim programmes. To work as part of a team in conjunction with the Aquatics Manager and Staff.

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**

KEY ACCOUNTABILITIES

Operational Management

- Answer all customer enquiries for the swim school.
 - Complete Swim School enrolment emails before the end of each term.
 - Enrolment of Swim School students/confirmation emails sent to parents.
 - Ensure Swim School term/holiday classes are created and entered into Council's computer system.
 - Accurately enter customer information on forms and in database as required.
 - Ensure there is a high standard of customer service and programme delivery.
 - Work with the Parts and Recreation administrator to ensure there a high standard of communication between local schools and booking of Water Safety programmes.
 - Develop, maintain and co-ordinate Central Swim School and Water Safety programmes for all district Swim Centres.
 - To provide supportive leadership and guidance to reporting staff.
 - To have regular Swim School staff meetings.
 - To have regular 1-1 staff meetings with swim teachers.
 - To develop staff knowledge and skills by providing formal training opportunities.
 - Ensure all staff are trained to the appropriate standards.
 - Prepare staff roster
 - Ensure a pleasant, safe and enjoyable swim or pool experience and environment for customers.
 - To assist the Aquatics Manager in preparing goals and objectives for the Swim School.
 - Ensure relevant and accurate statistics are recorded for Swim School.
 - Ensure council policies are followed, including facility NOP'S and Health and Safety.
 - Attend all staff meetings and training sessions as required.
- Undertake other such activities that maybe required from time to time by the Aquatics Manager.
- Support the Aquatics Manager in compiling reports on the performance of the Swim School.

KEY RESULT AREAS

Key result areas have been identified to assist in formulating performance objectives. The duties of the position are being carried out to a satisfactory standard when:

1. Receive all customers with a warm welcoming and provide assistance to their enquiries.
2. Answer the telephone promptly; take accurate messages and delivery promptly.
3. Swim School – ensure timetables, term holiday swim classes are entered and recorded accurately and updated in Councils computer system. Enrolment emails are sent out before each term and invoiced correctly. Direct debits are set-up where required. Any changes to classes are advised to customers and Swim Teachers.
4. Assist and maintain customer information databases and ensure information is correct and up to date.
5. 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 and reported online in Bware.
6. Instructions are carried out promptly and efficiently in a professional manner.

7. Problems of a routine nature are dealt with sensibly, in a professional manner and ongoing or serious problems are reported immediately to the Aquatics Manager.
8. Accurately process sales and direct debits.
9. 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 Aquatic centre staff.
10. Staff are sufficiently experienced and trained to be able to provide high quality service and advice to customers.
11. Appropriate leadership is demonstrated to staff.
12. Staff are supported and appropriate behaviour is role modelled.
13. Swim School policies and procedures are supported and adhered to by all staff.
14. Rosters are prepared in a timely manner.
15. Performance targets are achieved, and customer numbers, sales and net profits are increased.
16. Good relationships are maintained and developed with user groups
17. Carry out promptly and efficiently all other duties as requested by the Aquatics Manager.
18. Ensure customers are treated with respect and in a friendly professional manner.

DELEGATIONS

The Swim School Team Leader makes decisions within the authority delegated by the Aquatics Manager, Parks and Recreation Manager or Executive Manager – Planning and Environment.

PERSONAL QUALITIES AND QUALIFICATIONS

Specific Skills

- Have excellent oral and written communication skills.
- Possess well developed time management and organisational skills.
- Demonstrate an ability to communicate with others at all levels to successfully achieve outcomes.
- Demonstrate leadership and motivation together with good judgment over a wide variety of tasks.

Personal Qualities

- Team Player
- Good communicator
- Positive attitude and self-motivated
- Honesty and integrity
- Must be adaptable and able to cope with a variety of situations
- Patient and supportive
- Ability to promote the desired image of the Central Otago District Council through good public relations
- Have the ability to foster teamwork, especially with a range of staff members.

RELATIONSHIPS

External

Customers
Contractors
Secondary and Primary Schools

Internal

Chief Executive Officer
Executive Manager – Planning and Environment
Parks and Recreation Manager
Aquatics Manager
Swim Centre Team Leaders
Pool Staff