

# **CENTRAL OTAGO DISTRICT COUNCIL**

## **JOB DESCRIPTION**

<b>POSITION</b>	:	<b>Pool Crew</b>
<b>REPORTS TO</b>	:	Pool Crew Team Leader
<b>LOCATION</b>	:	Ranfurlly Pool

## **DESCRIPTION**

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

## **PRINCIPAL DUTIES AND RESPONSIBILITIES**

1. Supervision of all persons entering the facility.
2. Undertaking lifeguard duties.
3. Cash balances and final balance of daily transactions.
4. Assist, if requested by the Pool Crew Team Leader, in the operation and maintenance of the building, plant and equipment.
5. Cleanliness of the pool and surrounding area.
6. Undertaking water testing as required.

## **KEY RESULT AREAS**

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

1. A high degree of supervision maintained in the pool area and all incidents and accidents are reported.
2. Be seen to be a willing team member who helps others in emergencies or unusual situations.
3. 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 the pool customers.
4. The pool and surrounding area is in a clean and tidy condition.

5. While on duty all cash balances and transactions are in order.
6. Problems of a routine nature are dealt with sensibly and ongoing or serious problems are reported promptly.

## RELATIONSHIPS

### External

Customers  
Contractors

### Internal

Chief Executive Officer  
Executive Manager – Planning and Environment  
Parks and Recreation Manager  
Aquatics Manager  
Property and Facilities Officer Ranfurly  
Pool Crew Team Leader  
Other Pool Crew

## 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.
- Ability to effectively supervise casual staff in a team environment.
- A high level of customer relations and communication skills.
- A current First Aid Certificate and a PLPC (or be able to obtain these within a timely period of employment).
- 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

- Able to work independently
- Good written and oral communication skills
- Time management/organisational skills
- Good interpersonal skills
- Respect for the customer and all staff
- Honesty and integrity

CORPORATE VALUES PROPOSITION



**OUR WAY**

**COURAGE TO BE THE  
BEST IN EVERY WAY  
EVERY DAY**

## What we mean

**COURAGE** is demonstrated strength, commitment and desire by you and the team

**BEST** is better than good, the best you and we can be; effective, efficient and responsible

**EVERY WAY** is everything you and we do, say and deliver

**EVERY DAY** is all of the time, on the good days and through the tougher times



### OUR WAY IS

Epic Customer Experience  
Clear Expectations of the Individual  
Amazing Organisational Performance  
Clear Sense of One Team and a Shared Purpose