

CENTRAL OTAGO DISTRICT COUNCIL

JOB DESCRIPTION

POSITION	:	Pool Crew Team Leader
REPORTS TO	:	Property and Facilities Officer, Ranfurly Aquatics Manager
LOCATION	:	Ranfurly

DESCRIPTION

To assist the Aquatics Manager in the maintenance and operation of the pool, maintaining a safe, clear and customer friendly environment at all times.

PRINCIPAL DUTIES AND RESPONSIBILITIES

The Pool Crew Team Leader is responsible for:

1. Undertaking lifeguard duties.
2. Assist with the operation and maintenance of building, plant and equipment.
3. Undertaking water testing.
4. Undertaking facility and pool cleaning.
5. Effective supervision of casual pool crew as required.
6. Such other duties as may from time to time be required by the Aquatics Manager.

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 incidents and accidents are reported.
2. Pools, pool surrounds, seating, dressing rooms, toilets, showers are clean and tidy to a satisfactory level.
3. Instructions are carried out promptly and efficiently.

4. Problems of a routine nature are dealt with sensible and ongoing or serious problems are reported immediately.
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 the pool customers.

PERSONAL QUALITIES AND QUALIFICATIONS

1. Be a competent swimmer, able to maintain a high standard of life-saving techniques. Be prepared to do on-going training to obtain higher qualifications.
2. Ability to effectively supervise casual staff in a team environment.
3. A high level of customer relations and communication skills.
4. A current First Aid Certificate and a Pool Lifeguard Practising Certificate (or be able to obtain these within two weeks of employment).
5. Exhibit personal attributes/behaviours that will encourage customers to return to the pool to enjoy the facilities e.g. friendliness, enthusiasm and professionalism.

DELEGATIONS

Makes decisions within the authority delegated by the Aquatics Manager.

RELATIONSHIPS

External

Customers
Contractors

Internal

Chief Executive Officer
Executive Manager – Planning and Environment
Parks and Recreation Manager
Aquatics Manager
Property and Facilities Officer Ranfurly
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.
- Ability to effectively supervise staff in a team environment.
- A high level of customer relations and communication skills.
- A current Advanced First Aid and Life Support Certificate and a PLPC (or be able to obtain these within two weeks of employment).

- A certificated knowledge of Water Treatment and Testing to NZS 5826 (or be able to obtain these within eight weeks 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
- Advanced First Aid and Life Support Cert
- Good standard of personal fitness
- Staff management
- Customer service

Specific Skills

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

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