

## JOB DESCRIPTION

<b>POSITION</b>	:	Pool Lifeguard – Permanent/Permanent Part-Time/Casual
<b>REPORTS TO</b>	:	Manager Aquatics, Westport
<b>LOCATION</b>	:	Solid Energy Centre, Westport
<b>HOURS OF WORK</b>	:	Rostered hours/shifts in conjunction with the operational hours of the facility
<b>RENUMERATION</b>	:	A market related package will be negotiated with the successful applicant

### **Primary Objectives**

- Ensure the safety and wellbeing of all patrons
- Deliver consistently delivering high levels of customer service
- Maintain high standards of facility presentation and cleanliness
- Participate in the delivery of aquatic services and programmes

### **PRINCIPAL DUTIES AND RESPONSIBILITIES**

#### **Pool Supervision**

- Continuous supervision of patrons and surrounding environment
- Prevention of incidents/accidents and response to any incident/accident that may occur
- Understand and uphold policies and procedures of the facility

#### **Customer Experience**

- Provide and maintain high quality service
- Uphold Solid Energy Centre customer service principles
- Contribute to all relevant policies/procedures associated with reception duties

#### **Facility Presentation**

- Hygiene maintenance - cleaning of the facility, including changing rooms, swimming pools and surrounds
- Undertake regular water testing, recording and adjustments
- Role model SEC values that hygiene and cleanliness are top priority towards the overall customer experience

Initial: \_\_\_\_\_

## Health and Safety

- Adhere to health and safety policies and procedures
- Take appropriate steps to identify, minimise, eliminate isolate any new hazard
- Report and record any hazards in the facility

## Additional Team Support

- Assist other teams where possible
- Continually train and lean standard operating systems

## Other Activities

- Assist with other service delivery for the Centre as required
- Participate in training as required – Solid Energy Centre meetings, Health and Safety, Lifeguard, First Aid, Customer Services
- Participate in any other Solid Energy Centre activities and projects as requested
- Maintain lifeguard competency levels through training
- Such other duties, relevant to the position, as may be delegated by the Aquatics Manager or General Manager

## PERSONAL SPECIFICATIONS

The following attributes and experience are sought for this position:

Essential Skills	Desirable Skills
Competent and confident swimmer, must participate in swim test prior to any interview* swim test attached	Pool Lifeguard Skills Award Or Pool Lifeguard Practicing Certificate
Sound customer service skills	Advanced customer service qualifications. Experience with cash handling/EFTPOS
Self confident and motivated	
Tidy appearance and good attention to detail	Very good personal hygiene and cleaning skills/experience
Good time management skills	
Basic computer skills	Microsoft office software experience Computer skills
First aid	First aid qualification

## Personal Attributes

- Excellent customer service skills
- Excellent oral communication skills
- Ability to be flexible with varied job tasks and covering shifts, often with short notice and little information
- Ability to take ownership of situations where an accountable decision making process was implemented

Initial: \_\_\_\_\_