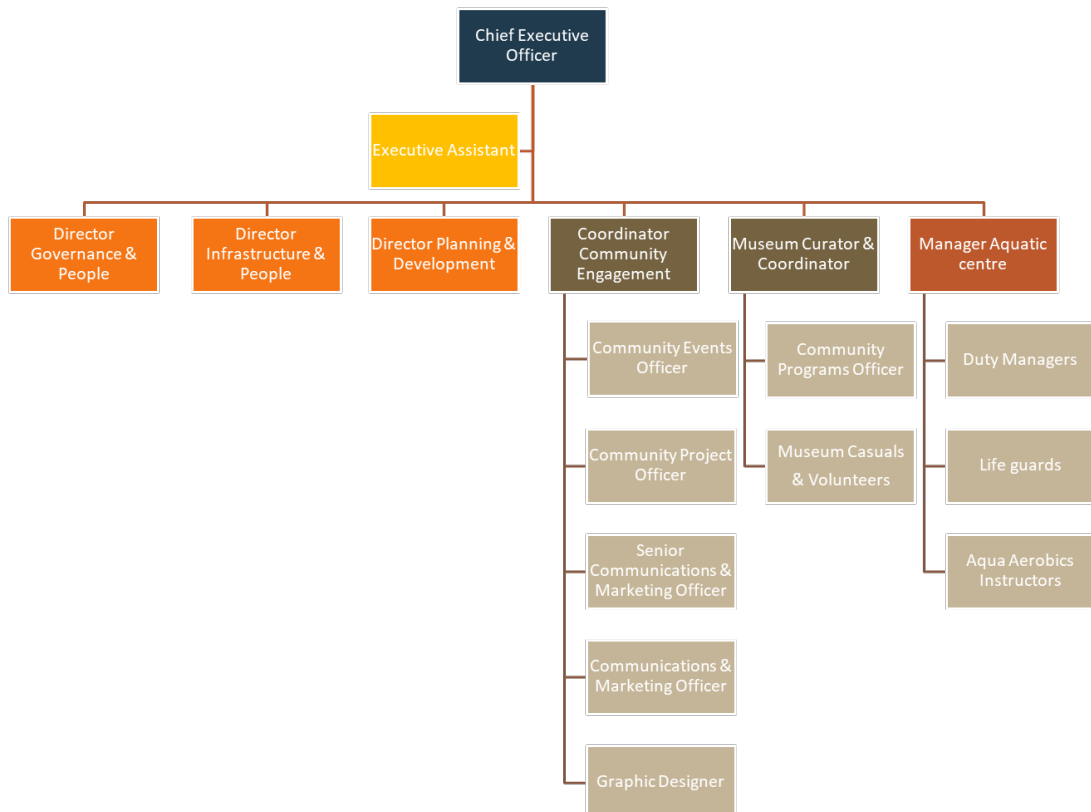




# POSITION DESCRIPTION

<b>Position Title</b>	<b>P/T Lifeguard and Customer Service Officer</b>
<b>Directorate</b>	<b>Office of the CEO</b>
<b>Award/Agreement</b>	<b>TOC Enterprise Agreement 2017 (and any subsequent Agreement)</b>
<b>Classification of Position</b>	<b>3 Part-time up to 25 hours per week (0.66FTE)</b>
<b>Positions under Direct Supervision</b>	<b>Nil</b>
<b>Reports to</b>	<b>Manager Aquatic Centre</b>

## Directorate Structure



## ORGANISATIONAL CONTEXT OF POSITION

The Town of Claremont employs over 100 staff and is responsible for the local government area of approximately 5km<sup>2</sup>. The Town has a population of approximately 9600 people and is located in the picturesque western suburbs of Perth, Western Australia.

The Town has five key goals: Liveability, Prosperity, People, Environment and Governance & Leadership.

## ORGANISATIONAL MISSION

We exist to deliver quality services for Claremont today and to build the foundation for the future.

## ORGANISATIONAL VISION

Claremont will develop as a harmonious cosmopolitan Town, creating opportunities for community wellbeing and business prosperity; whilst respecting and celebrating the past.

## ORGANISATIONAL VALUES

Respect. We are responsible for how we behave in our workplace and will show respect and courtesy to all of our colleagues and customers.

Integrity. We are open, accountable and honest.

Quality Communication. We demonstrate our respect for our community and each other through timely, accurate and understandable communication.

Customer Service. Every contact with a customer is important and an opportunity to demonstrate our commitment.

Excellence. Our focus is quality outcomes achieved on time, on budget.

## OBJECTIVE OF THIS POSITION

This position works as part of the Claremont Aquatic Centre team to ensure:

- the efficient delivery of services at the centre.
- the provision of a safe and enjoyable customer aquatic experience.
- that the facility is well maintained, clean and tidy and aesthetically pleasing to all users of the centre.

### Objective 1: Customer Service

- Provide a high level of customer service as the first point of contact for the Claremont Aquatic Centre patrons.
- Provide customers with centre information, directions and assistance in a helpful, timely and friendly manner, in person, via email and on the phone.
- Finalise customer requests through the Town's Customer Request Management system.
- Handle cash and complete daily banking procedures including reconciliation.
- Sell, promote and monitor stock levels of swim shop merchandise.
- Process Centre bookings and respond to booking enquiries.
- Monitor Centre stock supplies to ensure that levels are maintained to achieve operational efficiency including:
  1. Front reception stationery.
  2. Cleaning products.
  3. First aid supplies.

- Promote, monitor and record all memberships and enrolments.
- Assist in the organisation of daily operations of the Centre including reviewing daily bookings.
- Respond to phone calls, correspondence and enquiries from the general public in a manner that promotes the Centre.
- Ensure the daily headcount file is updated to assist with user group management and invoicing.
- Monitor feedback from customers and liaise with Centre manager to suggest improvements.
- Assist in the completion of special projects as directed by the Aquatic Centre Manager.
- Other duties as required.

### **Objective 2 Life-saving and Emergency Response**

- Provide diligent supervision of swimmers and patrons within aquatic areas in accordance with established policies, procedures and legal requirements.
- Ensure the minimum supervision ratios are maintained 1:100 by actively monitoring all pool and centre grounds.
- Provide a high level of first-aid treatment/response for swimmers and patrons in accordance with Royal Life Saving (WA) procedures including:
  1. Provide first aid.
  2. Perform basic water rescue.
  3. Supervise clients in aquatic locations.
  4. Perform advance water rescue.
  5. Provide emergency care.
  6. Administer oxygen in an emergency.
  7. Filling out first aid and hazard reports.
- Provide Emergency Life-saving first-aid response in accordance with training, as required.

### **Objective 3: Maintenance**

- Assist with equipment set up and pack down.
- Maintain high presentation standards of front reception area, pools, buildings and surrounds, such as litter control and cleanliness.
- Carry out minor maintenance tasks such as water quality control and minor repairs.
- Carry out and report maintenance required throughout the facility to ensure all equipment is fully operational and in safe working condition at all times.
- Report any faults in relation to tools and equipment to ensure efficient operation and are maintained in a safe condition.
- Maintain the pool shells and surrounds including scrubbing pool walls, removal of bird life droppings and cleaning of pool water scum lines.

### **Objective 4: Occupational Health & Safety (For all Staff)**

- Comply with all workplace procedures for hazard identification, risk assessment and risk control.
- Actively participate in safety activities associated with the management of workplace health and safety.
- Follow policy and procedures as required.
- Take reasonable care to ensure his/her own safety and health at work.
- Avoid adversely affecting the safety of any other person.
- Identification and reporting of health and safety hazards, accidents, incidents, injuries, property damage at the workplace.
- Ensure the correct personal protective equipment is used for the task or activity.

### **Objective 5: Corporate Responsibility (For all Staff)**

- In all actions, be accountable and employ ethical decision making and good governance in line with Town's Code of Conduct, values, policies and procedures.
- Demonstrate ongoing commitment to the Town's Customer Experience Charter.
- Promote and maintain harmonious relationships in the workplace.

- Ensure efficient and appropriate use of resources.
- Promote the development of efficient work practices.
- Carry out other duties as requested by management which may be reasonably expected within the scope of the classification level and skill base of the employee.

#### **Objective 6: Continuous Improvement (For all Staff)**

- Employ the mind set of continuous improvement to all work tasks by reviewing processes using the Town's process improvement software.
- Support team members to review and analyse processes to identify possible improvements.
- Contribute to developing a culture of acknowledging and celebrating efforts to improve processes.

### **SELECTION CRITERIA**

#### **Essential**

##### **Qualifications**

- Current Bronze Medallion.
- Current (or ability to obtain) Pool Lifeguard Certificate (renewed annually).
- Current Senior First Aid Certificate (renewed annually).
- Well-developed customer service skills and previous experience in a customer focused role.
- Effective written and verbal communication skills.
- Computer literate and with adequate typing skills.
- Demonstrated cash handling and numeracy skills.
- Experience in using computerised point of sale systems.
- Effective interpersonal and team work skills.
- Ability to work in an organised manner in a busy environment with competing priorities.
- Sound knowledge of and ability to undertake lifeguard duties and pool operating procedures.
- Ability to work in a roster system and show flexibility in work hours including weekday and weekend work.

#### **Desirable**

- Previous experience undertaking lifeguard duties.
- Knowledge of chemical handling and safety precautions.

### **REQUIREMENTS**

The Town requires all staff prior to commencing employment to:

- Provide an original qualification for citing or a certified copy of qualification (where listed as Essential in Position Description).
- Provide for sighting 100 points of identification (i.e. Driver's License and Passport or Birth Certificate).
- Complete a pre-employment medical (Town's GP to confirm fitness to work in position).
- Complete a Police Clearance (to be assessed by human resources).
- Provide evidence of the Right to Work in Australia.
- Sign a change of circumstances employee declaration.

Some positions may be required to undertake other checks and verifications such as Working With Children Check and these will be specifically indicated in the Selection Criteria.

### **PROBATION**

Unless otherwise stated in a Letter of Offer, this position is subject to a 6 month probation period, at which time work performance will be reviewed to determine whether permanent appointment will proceed.

**SIGNATURES:**

<b>APPROVED</b>	<b>CEO</b>			<b>Date:</b>	
<b>Employee Name:</b>		<b>Signature:</b>		<b>Date:</b>	