# **Position Description**

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| **Position Title** | Aquatic and Recreation Operator  |
| **Directorate** | Corporate and Customer Services |
| **Level** | 4 |
| **Reports to** | Coordinator Recreation Services |
| **Responsible for** | Aquatic Service Officers (Lifeguards) |
| **Primary Location** | Margaret River Recreation Centre |
| **Delegation** | N/A |

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| **Position Overview** |

The primary requirements of the position are to:

* Ensure continuity of service delivery, license compliance and ongoing development of Recreation centre including all Dry and Wet facility operations at both Augusta and Margaret River Recreation centres in absence of Manager or Coordinator.
* Organise, supervise, and assist a wide variety of recreational and social programs and services with a focus on programs, classes, and events at the centre and throughout the Shire.
* Supervise all daily operations of the Recreation and Aquatic centre.

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| **Position Responsibilities** |

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| Key functions | Specific duties | % Time |
| **Workshop** | * Assist and report to coordinator on the viability and effectiveness of the programs and provide regular reporting to Coordinator and where necessary recommend actions
* Supervise the quality of service being delivered to ensure compliant with Swimming Pool Code of Practice and duties of care
* Undertake daily administration duties including recording customer enquiries and complaints, registrations, record payments, maintain Aquatic log statistics, programming, and Aquatic information files
* Assist with Coordinating aquatic/ Recreation programs, including recruitment requirements and marketing strategies to maximise participation.
* Maintain administration procedures related to aquatic services to support continuous improvement.
* Ensures that equipment and the facility is presented to a high standard and is kept in a condition of good repair, hygiene, and cleanliness.
* Carry out daily opening and closing security procedures for the Recreation Centre
* Assist with the development policies and procedures in accordance with council requirements and Swimming Pool Code of Practice regulations
* Assist and supervise effective plant management of Aquatic centre operations
* Coordinate and Assist in the delivery of a range of aquatic, recreation, and leisure programmes, including swimming programmes, corporate programmes, inductions, and venue tours
* Coordinate and manage plant room operations in terms of water chemistry and treatment and heating systems in absence of Aquatic supervisor
* Identify team based operational issues and resolve with limited assistance
* Ensure the cleaning, capital works and maintenance schedules are correctly implemented and reviewed
* Undertake and cover pool lifeguard duties as directed by your reporting officer and/or in accordance with roster and operational requirements
 | **40%** |
| **Customer Service** | * Be the frontline customer service representative stationed at the reception desk
* Welcome and direct patrons and respond to customer queries
* Process sales, transactions, bookings, payments, and enrolments
* Provide a high level of enthusiasm, commitment, and professionalism in providing quality support and excellent customer service
* Ability to convey clear directions and recommendations to customers
 | **30%** |
| **Licensing and Regulatory Requirements** | * Knowledge of Code of practice for Swimming Pools regulations and guidelines
* Ensures dangerous goods regulations and guidelines are always met and compliance
* Ensure records are kept in a secure and confidential manner
* Record Accident/Incidents and fulfil reporting requirements
* Assist in the development, planning and evaluation of lifeguard operational procedures and training needs
 | **10%** |
| **WHS** | * Ensure safety of self and other staff by operating equipment safely and wearing compulsory protective equipment
* Ensure current Occupational Health and Safety procedures are maintained for staff and patrons within the Recreation / Aquatic service delivery area
* Assist with inspections and accident/incident investigations
 | **5%** |
| **Supervision** | * Ability to monitor and lead to ensure compliance of Code of Practice and duties of care (Royal lifesaving Society)
* Ability to lead team operations in accordance with work plans
* Coordinate and assist in on-going staff re-qualifications, inductions and in house training.
 | **5%** |
| **Emergency Management** | * Coordinate effective response to emergency and first aid
* Assist with the development of technical evacuation procedures in accordance with standards
 | **5%** |
| **Financial** | * Assist with purchase orders and other operational financial requirements of the recreation centre
* Assist with floats and other daily banking procedures including end of day reconciliations
 | **5%** |

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| **Position Requirements** |

**Essential**

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| * Demonstrated Experience in supervising the service delivery of Aquatic Services Minimum 2 years’ experience in a similar role
* Organisational skills to undertake program planning and delegation within Aquatics
* Ability to be flexible, demonstrate initiative and work effectively under pressure
* Demonstrated pool operator supervision skills
* Intermediate computing skills including MS Word, Excel, and Outlook
* Written communication skills to prepare correspondence reports and advertisements
* Verbal communication and interpersonal skills
* Working knowledge of Licensing and Regulations for Code of Practice Swimming Pools
* Working with Children Check
* Current Senior First Aid or Equivalent and Advanced Resuscitation
* Current Aquatic Technical Operators Certificate including SCBA
* Current Pool Lifeguard Certificate
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**Desirable**

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| * Experience in computer applications including Synergy Soft, Ezidebit and Centaman, Phoenix
* Ability to communicate effectively with high support needs people
* Advanced First Aid and or Advanced Resuscitation
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| **Key Relationships** |
| **Internal**  | **External** |
| * Shire employees
 | * General Public
* Local Community Groups
* Local Schools
* Department of Education, Employment and Workplace Relations
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| **The Way We Do Things** |

 Respect Integrity Community Excellence

   

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| **Acknowledgement** |
| Reporting Officer Name | Signature | Date |
| Employee Name | Signature | Date |