



## **POSITION DESCRIPTION**

<b>Position Title:</b>	Casual Lifeguard
<b>Department:</b>	Planning and Environmental Services (CentrePoint Sport And Leisure)
<b>Position no:</b>	20200005
<b>Main purpose of the role:</b>	Act as a pool lifeguard and supervise patrons in accordance with pool operating procedures, manuals and guidelines.
<b>Reports to:</b>	Centre Manager
<b>Subordinate Staff:</b>	Nil
<b>Hours of work:</b>	Casual
<b>Salary Grade:</b>	Grade 3
<b>Note:</b>	People holding this position will be required to undergo a Working with Children Check in accordance with the provisions of the <i>Child Protection (Working With Children) Act, 2012</i>
<b>Last reviewed:</b>	March 2020

## **RESPONSIBILITIES AND DUTIES**

- Act as a pool lifeguard and supervise patrons in accordance with pool operating procedures, manuals and guidelines.
- Undertake duties of Customer Service Attendant including the front desk and till operations, general daily centre duties, and respond to customer enquiries.
- Deliver quality service by identifying specific customer needs.
- Interact with customers in accordance with customer service standards, policies and procedures;
- Assist with the development of initiatives to continually improve customer service levels.

- Cooperate in a team environment.
- Maintain a safe place of work by exercising own duty of care and adhering to established health and safety standards, policies and procedures.
- Respond to emergencies and provide first aid/emergency care in accordance with established emergency procedures and rescue techniques.
- Maintain currency of first aid qualifications.
- Maintain currency of Pool Lifeguard qualifications.
- Work in a safe and orderly manner within occupational health and safety policies and guidelines, reporting any hazards immediately to the Supervisor.
- Complete all tasks as required by Supervisor within designated timeframes and in accordance with organisational requirements
- Undertake general cleaning and maintenance of facilities and equipment as required ensuring they are presentable and in good operating condition at all times.
- Undertake all responsibilities and duties in a positive manner to promote cooperation and good relationships.
- Ensure that a positive public image, in a polite, courteous and professional manner is portrayed to all internal and external customers.
- Perform other duties as directed.

## **SELECTION CRITERIA**

- Current Pool Lifeguard Licence
- Current First Aid Statement of Attainment.
- Current Provide Cardio Pulmonary Resuscitation (CPR) Statement of Attainment.
- Current Working with Children Check clearance.
- Demonstrated excellent customer service skills
- Ability to cooperate and work in a team environment and contribute to team outcomes.
- Well-developed verbal, interpersonal and written communication skills.
- Ability to manage time and to plan and organise own work.
- Demonstrated experience in problem solving.