

POSITION DESCRIPTION				
Position Title:	Casual Aquatic Centre Attendant		Position No:	1274, B1274, 2837
Directorate:	Development & Community		Section:	Open Space & Environment
Unit:	Aquatic Centre/Wetside Water Park		Sub Unit:	
Reports To:	Centre Coordinator		Directs Reports:	Nil
Indirect Reports:	Nil		Location:	Hervey Bay/ Maryborough
Version: Aug 2019	Evaluated: MB01	Status: Approved	By: EMODC	Review: Aug 2021
Position Objective Provide strong customer service and a safe environment for all patrons at the centre. Contribute to the successful implementation of all programs at the centre				Our Values Trust Respect Accountability Initiative Teamwork Service
Key Responsibilities and Indicators				
Key Result Areas	Key Accountabilities		Performance Indicators/Outputs	
Aquatic Centre Customer Services	<ul style="list-style-type: none"> ➤ Ability to affect a rescue, perform resuscitation and administer first aid. ➤ Ability to effectively supervise customers, while maintaining good public relations. ➤ Ability to maintain a clean, safe environment for the use and enjoyment of all patrons. ➤ The ability to maintain a good demeanour and professional attitude at all times. 		<ul style="list-style-type: none"> ➤ Positive attitude to all staff & customers. ➤ Build positive relationships established with staff and customers. 	
Communication and Organisational Skills	<ul style="list-style-type: none"> ➤ Provide a high level of customer service at all times. ➤ Be able to prioritise workload to effectively perform all duties relation to the work area. ➤ Ability to work without immediate supervision or direction. 		<ul style="list-style-type: none"> ➤ Effectively work with minimal supervision. ➤ Ensure positive working relationships are maintained within the team and other Council employees. 	
Maintenance	<ul style="list-style-type: none"> ➤ Assist in maintaining systems to ensure highest quality water treatment at all times which will include appropriate water testing, plant maintenance and the retaining of such records. ➤ Ensure at all times the water space at the Centre is supervised in a reliable, safe professional and friendly manner. ➤ Cleaning, maintenance and gardening duties as required including regular audit checks of standards. ➤ Maintain a clean and safe environment for the use and enjoyment of all patrons. 		<ul style="list-style-type: none"> ➤ Undertake cleaning & maintenance in a safe, timely and efficient manner. 	
General	<ul style="list-style-type: none"> ➤ Maintain Council confidentiality and tact at all times. ➤ Work effectively in a team environment at all times. ➤ Effectively supervise patrons whilst maintaining good public relations. ➤ Perform resuscitation and administer first aid wen required. 		<ul style="list-style-type: none"> ➤ Confidentiality is maintained. 	

Teaching (if applicable)	<ul style="list-style-type: none"> ➤ Ensure swim classes are run in an organised, time efficient and friendly manner. ➤ Knowledge of the skills you are teaching. ➤ Maintain a level of behaviour in your class that provides a safe and productive learning environment. ➤ Be aware of the goals of the program and teach towards these goals. ➤ Maintain an assertive but friendly manner. 	➤ Effectively reach the goals of the teaching program in a safe environment.
Work Health and Safety	➤ Adhere to relevant Work Health & Safety policies and practices and carry out responsibilities outlined in Council's Safety Management Plan.	➤ 99% compliance with Monthly Action Plans.
Risk Management	➤ Read, understand and comply with conditions as set out in the Risk Management Policy and undertake all relevant risk management training.	➤ As per Council risk management KPIs.
Records Management	➤ Adhere to relevant Records Management policies and practices to ensure compliance with the Public Records Act 2002.	➤ As per Council's record management policies and procedures.
Code of Conduct and EEO	➤ Encourage and promote behaviour consistent with Council's Code of Conduct and create a positive and equitable work environment that is safe, flexible, fair, culturally appropriate, inclusive and free from discrimination and harassment.	➤ Any matters arising are dealt with in accordance with the appropriate Council policy and procedures.
Customer Service	➤ Provide a high level of customer service to internal and external customers.	➤ As per Council's Customer Service Standards management policy.
Sustainability Requirements	➤ Adhere to the Sustainable Fraser Coast Charter and Implementation Plan and understand sustainability is a key element of Council's planning framework and is incorporated into all facets of decision making and policy development.	➤ As per Council's Sustainability Charter.
Values	➤ Exemplify Council's values of Trust, Respect, Accountability, Initiative, Teamwork and Service through the demonstration of each value's associated behaviours.	➤ As per Council's 'TRAITS' campaign.
	➤ Other duties as directed.	➤ Tasks are undertaken in an efficient and timely manner.
Selection Criteria		
<ol style="list-style-type: none"> 1. Demonstrated ability to communicate with all levels of staff, the public and community groups. 2. Proven ability to work as a team member with all staff. 3. Basic level of oral and written communications skills; <ol style="list-style-type: none"> (a) <i>Interpersonal</i>: ability to understand and carry out instructions; (b) <i>Written</i>: the ability to complete timesheets. 4. Satisfactory evidence of skills and experience in the operation of public swimming pools. 5. (Desirable) Proven ability to teach a swimming class and to record and monitor class progress and prepare lesson plans. 		

Qualifications/Licences			
Mandatory	<ul style="list-style-type: none">➤ First Aid Certificate or the ability to obtain one prior to starting➤ Pool Lifeguard or the ability to obtain one prior to starting➤ Working with Children Suitability Card “Blue Card”		
Desirable	<ul style="list-style-type: none">➤ Austswim Certificate or equivalent➤ Experience in life guarding in an aquatic centre environment.➤ Aquatic Coaching Certificate➤ Qualifications in the health and fitness industry, especially group fitness➤ Experience in food handling➤ Other qualifications that may be beneficial to current or future pool operations.		
Licences	<ul style="list-style-type: none">➤ Current QLD Class C Driver's Licence (if eligible)		
Mandatory Training	<ul style="list-style-type: none">➤ First Aid Update➤ Pool Lifeguard Update➤ Work Health and Safety➤ Duty of Care➤ Code of Conduct➤ Manual Handling➤ Fire & Evacuation		
Conditions of Employment			
Status	Casual		
Award	Queensland Local Government Industry (Stream B) Award – State 2017		
Agreement	Fraser Coast Regional Council Certified Agreement 2018		
Classification Stream	General Local Government Industry Stream – Operational Services		
Classification	MB1		
Allowances	As per Fraser Coast Regional Council Certified Agreement 2018 and Award		
Progression	N/A		
Work Pattern	On call	Hours/Week	As required
O/T Payable	With Manager’s approval		
Uniform	PPE, As per Dress Standard and Corporate Uniform Policy		
Other			
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I, _____, accept the position description as outlined above. I have been given an opportunity to ask questions about the contents and I understand the terms and conditions outlined in this document.

_____ Date: ____/____/____
Signature of Employee