

POSITION DESCRIPTION



Casual Pool Attendant

Position Details

Position Number	N/a			
Directorate	Place and Growth			
Department	Recreation and Open Spaces			
Section	Swim Centre			
Location	Glen Innes Swim Centre, West Avenue, Glen Innes			
Reports To	Coordinator of Recreation Facilities			
Award Classification	Band	Operational	Level	3
	Status	Casual	Grade	4
Prepared By	Helen Stapleton, Human Resources Officer (Payroll) Graham Archibald, Manager of Recreation and Open Spaces			
Date	30 August 2023			
Other Conditions and Benefits	<ul style="list-style-type: none"> Casual loading Child Related Employment – Working with Children Check required Weekend work required 			
Approved By		Date		

Our Vision

Glen Innes Severn Local Government Area will be recognised as: A Prosperous Connected Community that Nurtures its People and Places.

Our Mission Statement

Together we focus on our customers and partners to deliver the best possible local government services and projects at the best possible value now and into our shared future.

Our Values

Respect – Integrity – Courage – Honesty – Transparency

Our Council

Working for Council means you'll be joining a dedicated team where your individual effort is part of something much bigger – delivering great things for our community.

The Council covers an area of 5,487km², and is located in the beautiful New England area of NSW. This area encompasses the town of Glen Innes and villages of Deepwater, Emmaville, Glencoe, Wellingrove and Red Range. We're proud of the contribution our community makes to this vibrant, dynamic and attractive area in which to live and work.

The Role

The Pool Attendant will serve customers at the kiosk and assists with the provision of services at the Glen Innes Swim Centre.

Selection Criteria

Applicants should carefully address all criteria in their applications. To be recommended for appointment, applicants must demonstrate that they meet the essential criteria.

Essential (all positions)

- ✧ Excellent interpersonal skills and the ability to relate well to people of all age groups
- ✧ Genuine commitment and enthusiasm to work in a customer focused environment
- ✧ Effective oral and written communication skills
- ✧ Ability to work weekends as required
- ✧ Ability to work alone and unsupervised
- ✧ Current NSW Working with Children Check (if over 18)

Desirable Criteria – Kiosk & Facilities

- ✧ Previous experience in a kiosk or similar role
- ✧ First Aid Certificate
- ✧ Knowledge of manual handling practices and techniques
- ✧ Working knowledge of stock control and cash register operations
- ✧ Demonstrated ability to accurately perform monetary transactions
- ✧ Food Safety Handling Certificate

Desirable Criteria – Lifeguard

- ✧ Ability to accurately apply basic mathematical principles
- ✧ Ability to swim a minimum of 200 metres
- ✧ First Aid Certificate
- ✧ Previous experience working at a public or commercial swimming pool
- ✧ Class C Driver's licence (car licence)
- ✧ AUSTSWIM certification
- ✧ Pool Lifeguard Qualifications

Desirable Criteria – Learn to Swim Teacher

- ✧ Previous experience working at a public or commercial swimming pool
- ✧ AUSTSWIM certification or equivalent
- ✧ Previous experience as a learn to swim teacher
- ✧ First Aid Certificate
- ✧ Pool Lifeguard Qualifications

Essential Duties and Responsibilities

The duties and responsibilities listed here are considered essential to achieving the primary objectives of this job. Other duties consistent with the functions and role of the position may be assigned.

Core Duties

- ✧ Promotes the image of the Council in a positive manner and actively works to promote good public relations.
- ✧ Performs routine maintenance tasks under the supervision of the Aquatic Centre Operator, including servicing of plant, equipment covering pool, removal of rubbish, ground maintenance, cleaning requirements of buildings as required and other infrastructure.
- ✧ Provides advice and assistance to customers on routine matters, and refers enquiries of a complex nature to the Coordinator of Recreation Facilities.
- ✧ Ensures all appropriate actions are taken to implement Council's Work Health and Safety (WHS) System and relevant WHS legislative requirements within area of responsibility.
- ✧ Participates in training as required, both on the job and off.
- ✧ Admits customers to the pool and issues and records ticket books sales and collects pool takings under the supervision of the Coordinator of Recreation Facilities.
- ✧ Ensures that the public follows the "Rules of Entry".
- ✧ Assists in the coordination of emergency procedures.
- ✧ Performs any other assigned duty consistent with the responsibilities of the position and within the limits of the skills, competence and training of the employee.

Kiosk and Facilities Duties

- ✧ Operates the pool kiosk and serves customers by preparing and/or serving food, refreshments and other items.
- ✧ Performs day-to-day stocktaking and ensures that stock is replenished before it runs out.
- ✧ Handles routine enquiries and transactions with stock vendors.
- ✧ Stacks and arranges items on shelves and in cabinets.
- ✧ Prepares signs and notices to advertise and promote kiosk products and services.
- ✧ Cleans and polishes kiosk floors, counters, benches, food preparation areas, equipment and stock as required to maintain a high level of cleanliness.

Learn To Swim Duties

- ✧ Teaches and instructs swim centre customers in learn-to-swim classes and other planned aquatic activities, under the supervision of the Coordinator of Recreation Facilities.
- ✧ Teaches water confidence and water awareness to children and non-swimmers and coaches or instructs swimmers by demonstrating techniques.
- ✧ Participates in the supervision of day-to-day pool activities and customers to ensure the safe and appropriate use of facilities, in regard to learn to swim classes.

Lifeguard Duties

- ✧ Participates in lifeguard duties for customers day-to-day pool activities to ensure the safe and appropriate use of facilities.
- ✧ Participates in the monitoring of water quality and treatment of water to achieve the required standard.

Supervisory Responsibilities

This position does not have any supervisory responsibilities.

Financial Authority

This position has no authority to approve or control expenditure.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand and use hands and arms to retrieve and serve items to kiosk customers, stack and rearrange shelves, prepare food and receive and count cash. He or she is regularly required to talk and hear in a work environment with low to moderate levels of background noise.

The employee is frequently required to stoop, kneel or crouch to stack or retrieve stock and clean shelves and equipment.

The employee is occasionally required to reach overhead with hands and arms; and taste or smell while heating or preparing food. He or she must occasionally lift and/or move objects of up to 20 kilograms in weight, using safe lifting techniques.

Sufficient personal mobility is required to enable the employee to move easily over surfaces that are often slippery and may also be rough and uneven. The employee is frequently required to stoop, kneel or crouch and enter restricted or awkward spaces to perform tasks.

The employee must be able to safely perform aspects of the job in the pool, with water depths varying from 0.2 metres to 2.4 metres. He or she must be able to swim competently and sufficiently strongly to perform aquatic rescues on children and adults.

Specific vision abilities required by this job include close vision for reading and writing.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to the risk of burning or scalding from food preparation equipment and utensils. The noise level in the work environment is usually quiet to moderate.

Computer Skills

- ✧ Basic skills in Microsoft Office software, Internet and email.
- ✧ Ability to operate and understand cash register and EFTPOS operations.

Key Accountabilities / Behaviours

Communication	Comprehends oral and written information, and clearly and effectively expresses self in the presentation of ideas; develops written work in a logical and comprehensive manner where appropriate
Safety	Follows safety policies and procedures using proper techniques to ensure the protection of people and property
Interpersonal Relations	Establishes effective working relationships with co-workers, supervisors & managers, clients and/or the public; gets along well with others
Acceptance of Supervision	Willingly accepts and follows instructions given by supervisor in the performance of duties; responds to training and coaching in a constructive manner
Motivation / Initiative	Displays an interest in performance of tasks, including those over and above regular assignments; willingly accepts increasing responsibility and accountability; makes recommendations and suggestions to improve operations

Position Description – Casual Pool Attendant

Adaptability / Flexibility	Adapts readily to new situations and changes in the workplace; works well under pressure; learns and functions well under widely different situations and circumstances
Customer Service	Demonstrates knowledge of internal and external customers; is sensitive to customer needs and expectations; anticipates needs and responds promptly and willingly to provide information, services and/or products as needed
Confidentiality	Can be trusted to use discretion in dealing with customers and fellow employees; maintains confidentiality of information or materials appropriate to position
Judgment / Discretion	Exercises logical thinking and foresees consequences of actions; has adequate knowledge of all applicable policies or rules and selects appropriate guidelines or procedures to follow in a variety of situations
Physical Effort	Puts forth the physical exertion required to perform assigned tasks; Can be counted on to do one's share of the work

Council Codes and Rules

The employee who occupies this job must be knowledgeable about Council's Code of Conduct and other policies and organisation rules that affect his or her employment. It is a requirement of the job that these codes, policies and rules are followed.

WHS and Risk Management Responsibilities

- ✧ Comply with all Work Health and Safety legislation and risk management requirements and abide by all relevant policies and procedures.
- ✧ Undertake appropriate training and inductions, and comply with instructions
- ✧ Appropriately use all PPE and resources provided to undertake the work safely.
- ✧ Ensure hazards are identified in the workplace and appropriate control measures are in place.
- ✧ Comply with statutory, Council and legal requirements in the areas of risk management including Work Health and Safety.
- ✧ Comply with all injury management processes and legislation including the direct reporting and investigation of injuries, accidents and near misses.

EEO Management Responsibilities

- ✧ Demonstrate a positive commitment to and compliance with all relevant Equal Employment Opportunity legislation, covering all forms of workplace discrimination, harassment and bullying.
- ✧ Comply with Council' EEO policies and report breaches.

Acknowledgement and Acceptance

This position description has been designed to indicate the general nature and level of work performed by employees within this classification. This is not a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Employee Name

Signature

Date

Supervisor Name

Signature

Date