

POSITION DESCRIPTION

Position Title	Customer Service Officer (Lifeguard)
Position No.	767
Position Status	Casual
Business Unit	Leisure Services
Division	Community and Culture
Classification	Band 3
	Terms and conditions of employment are in accordance with the current Wellington Shire Council Enterprise Agreement
Date Approved	March 2021
Approved By	General Manager Community and Culture

WELLINGTON SHIRE COUNCIL VALUES

Cooperation	Working together, teamwork, collaboration and being solution-oriented.
Integrity	Acting with respect, honesty, reliability, trust, tolerance and understanding.
Balance	Demonstrating fairness, equity and flexibility. Consider work-life balance and balancing community needs against resources.
Professionalism	Personal development and meaningful work, being competent, innovative and courageous, focus on excellence and continuous improvement.

POSITION OBJECTIVE

The Customer Service Officer (Lifeguard) is responsible for the supervision of Aqua Energy pools and the Rural Pools of Wellington Shire.

ORGANISATIONAL RELATIONSHIPS

Reports to	Aquatics Operations Coordinator
Supervises	NIL
Internal Liaisons	All Council staff
External Liaisons	General public, user groups, members, agencies and schools

DELEGATIONS/AUTHORISATION

This position has no delegations / authorisation to exercise power as conferred by sections 11 and 47 of the *Local Government Act 2020* and other legislation referred to in [S6 Instrument of Delegation](#) to Members of Council Staff, [S7 Instrument of Sub-delegation](#) by the Chief Executive Officer to staff or [S11 Instrument of Appointment and Authorisation](#).

QUALIFICATIONS, EXPERIENCE, SKILLS AND KNOWLEDGE

Accountability and Extent of Authority

- Work under general supervision.
- Accountable for quality, quantity and timeliness of work.
- Supervise and provide guidance to trainees and new staff.
- Provide explanations of specific procedures or practices.
- Provide a safe environment for patrons.

Judgement and Decision Making

- Within general guidelines, ability exists to make decisions relevant to the day-to-day operation of the aquatics area.
- Observe discretion and deal sensitively and confidentially with medical and privacy matters.
- Ability to take necessary action, without hesitation, in the case of an emergency, medical or otherwise.
- Required to use your own judgement in accordance with centre and Council policies and procedures.
- Guidance and advice are always available within time to make a choice.

Specialist Knowledge and Skills

- Well-developed communication and public relations skills.
- Ability to confidently operate all equipment in use at the pools.
- Knowledge of adjusting pool water chemistry and Health (Infectious Diseases) Regulations 2001 (Vic).
- Knowledge of relevant legislation and regulations relating to supervising a pool.

Management Skills

- Ability to set priorities and manage time.
- Ability to operate autonomously with limited supervision.

Interpersonal Skills

- Ability to communicate effectively, both verbally and in writing.
- Self-motivated.
- Ability to work as a team member and contribute to a team oriented environment.
- A basic level of conflict resolution and negotiation skills.
- Ability to gain cooperation and assistance from staff and patrons in relation to the daily operations of the aquatics area.
- Ability to provide positive image of Leisure Services operations at all times.

Qualifications and Experience

- Level 2 First Aid.
- Current Cardio Pulmonary Resuscitation.
- Current Pool Lifeguard Certificate.

The ability to obtain and maintain the following qualifications, registrations, certifications:

- Level 2 First Aid.
- Current Cardio Pulmonary Resuscitation.
- Working with Children Check.
- Current Pool Lifeguard Certificate.
- Health Monitoring as required (including legislated hearing tests, immunisations, and / or medical examinations as documented in OH&S Management System Section 14 – Work Health Monitoring).

PEOPLE - RESPONSIBILITIES

Developing people, assigning work, setting work environment, monitoring performance, developing own and team's accountabilities.

- Encourage and maintain positive working relationships with all colleagues to ensure a professional and collaborative working environment.
- Support colleagues and coordinator/supervisor as required to achieve overall team goals, Corporate Performance Indicators (CPIs), service levels and other targets.
- Work in a manner that ensures adherence to Council policies and Occupational Health and Safety requirements incl. task analyses (if applicable).

OPERATIONAL - RESPONSIBILITIES

Developing technical knowledge, monitoring technical systems, managing stakeholder relationships.

- Effectively see all tasks through to completion in line with individual CPIs, service levels and other targets.
- Work within agreed plans, policies and processes including safe work practices.
- Identify and report opportunities for increasing efficiency and/or effectiveness as per Wellington Excellence to ensure continuous improvement.
- Demonstrate a commitment to effective internal and external customer service.
- Maintain currency of technical skills and knowledge to ensure work is performed as per the requirements of the role.
- Maintain complete and accurate records of all work related activities including documentation and administration as per the Council's records management policy and adherence to the written style guide.
- Be familiar with and understand the strategic and operational risks relating to your business unit, advise supervisors of any new risks you may identify, and provide input, assistance and advice where applicable.

SCHEDULING - RESPONSIBILITIES

Aligning strategy to team outputs preparing plans, reporting on performance against plans, managing budget, planning and allocating resources, scheduling team's work.

- Regularly monitor and report on work and activity progress against individual and team corporate performance indicators and project targets.
- Understand the contribution of own work towards the achievement of team, business unit and strategic organisational goals.
- Assist with emergency related functions, by mutual agreement, in the event that the Municipal Emergency Management Plan (MEMP) is enacted, including the provision of emergency response, relief and recovery services to the community.

POSITION SPECIFIC - RESPONSIBILITIES

- Actively supervise, assist and control patrons and user groups in accordance with pool operating procedures, manuals and guidelines, enforcing pool rules as necessary whilst maintaining a professional image.
- Test water quality in swimming pools in accordance with Health (Infectious Diseases) Regulations 2001 (Vic), other industry regulations and centre policies or procedures.
- Operate pool equipment in accordance with operating procedures/manuals. Includes setup, pack up, care and storage of equipment.
- Manage aquatic risk while ensuring the safety of all swimmers in accordance with operating procedures.