

POOL LIFEGUARD – KERANG EXERCISE POOL

POSITION DESCRIPTION



Position Summary

The Pool Lifeguard based at the Kerang Exercise Pool, Kerang will ensure supervision and safety of all facility patrons, whilst providing a welcoming customer service presence. The Pool Lifeguard role will provide a welcoming, interactive, and inclusive environment for aquatic recreation.

Position Details

Title:	Pool Lifeguard – Kerang Exercise Pool		
Classification:	Band 2A	Position Number:	
Category and status:	Casual		
Reports to:	Aquatics and Recreation Officer		
Supervises:	NIL		
External relationships:	NIL		
Date PD approved:	March 2024		

Position Key Responsibilities

Customer Service	<ul style="list-style-type: none">• Provide first response to customer enquiries at the Kerang Exercise Pool• Maintain booking calendar• Accurately record Kerang Exercise Pool attendances• Provide general administration support
Lifeguarding	<ul style="list-style-type: none">• Ensure the highest standards of quality are maintained relating to safety and supervision of patrons• Ensure the health and safety of all members of the public using the facility• Identify and quickly respond appropriately to any emergency• Perform First Aid to the level at which you are trained and qualified.• Required to lifeguard early mornings, evenings and weekends• Assisting with the daily cleaning and maintenance procedures in accordance with the high standard of cleanliness and hygiene to provide a welcoming and safe facility for the community.• Perform duties outlined in the daily checklist and area specific checklists to open and close the facility, including cash handling procedure
Safety	<ul style="list-style-type: none">• Ensure the open and close of the facility, including setup and pack up of equipment utilised in the delivery of programs is undertaken safely• Respond promptly, fairly and transparently to any serious complaints made by a child, young person or their parent/guardian in accordance with Council's Child Safe policy.• Support the Aquatics Officer to promote quality operational and service delivery by notifying if there are any issues regarding pool testing and/or plant room check to ensure prompt resolution.• Ensure that chemicals are handled in accordance with all relevant safety procedures

Position Organisational Responsibilities

Leadership	Not applicable.
Strategy and policy	Not applicable.
Budget	Not applicable.
Internal meetings	Position will be required to participate in regular team meetings.
External collaboration	Not applicable.
Risk management	Position is responsible for identifying and minimising risk to Council and for ensuring that all OHS obligations are met.
Corporate records	Position is responsible for the accurate and timely storage of Council records, relevant to the position, in Council's record management system.
Legislative framework	Public Health and Wellbeing Regulations 2009, Part 6 Aquatic Facilities.
Customer Service	Position is accountable for adherence to, and promotion of, the Customer Service Charter.
Council values	Position will demonstrate and encourage behaviour in line with Council values.
Behaviour	Position will demonstrate behaviour of the highest of integrity; behaviour that is free from bullying, harassment and discrimination and that abides by the Code of Conduct.
Emergency management	Position may be required to take a role in municipal emergencies as detailed in Council's Municipal Emergency Management Plan.
Work location	Primary location is the Kerang Exercise Pool, Patchell Plaza, Kerang with ability to work at Council's outdoor aquatics facilities where required.

Position accountability, judgement, skills and qualifications

Accountability and extent of authority	The position is responsible for the accuracy of advice given and for the level of professionalism and courtesy demonstrated in every interaction.
Judgement and decision making	The objectives of the work are well defined however sound judgment will be required in the resolution of customer enquiries. Guidance and advice will always be available.
Specialist skills/knowledge	Position requires proficiency with the range of Microsoft Office applications, particularly Outlook, Word and Excel. Good organisational and time management skills are essential.
Management skills	Position must be able to manage time, prioritise, organise and plan own work.
Interpersonal skills	Must have good verbal communication skills and the ability to gain co-operation and assistance from customers, members of the public and other employees.
Qualifications/experience	Previous experience working in customer service environment would be an advantage. Lifeguard and First Aid, Working with Children qualifications and checks are mandatory.

Selection Criteria

Qualifications/experience	Previous experience in an aquatic and leisure/recreation services environment or working in a customer service environment will be highly regarded. Pool Lifeguard and First Aid qualifications or ability to gain is required.
Customer Service	Ability to provide effective customer service and respond to enquiries from the community in a positive and professional manner.
Communication	Well-developed written and oral communication skills with the ability to achieve successful outcomes for customers.
Organisational skills	Demonstrated understanding of Occupational Health and Safety principles as they apply to aquatic environments. Must have sound judgement in relation to safety and escalation of issues.
Confidentiality	Ability to preserve and understand the importance of confidential information.

Acceptance of Position Description		
Approved: Chief Executive Officer	Signature:	Date:
I have read and understand the content of the Position Description and undertake to meet the duties and responsibilities of this position.		
Approved:	Signature:	Date:

Position Description: Pool Lifeguard – Kerang Exercise Pool
Altus ECM reference: INT21/6B9E5AF
Position Description developed: March 2021
Position Description reviewed: March 2024