



Position Description

POOL LIFEGUARD

Location:	Across the Aquatics Network
Date:	April 2015
Reports To:	Centre Manager or Venue Manager
Direct Reports:	Nil

1. KEY OBJECTIVES

The purpose of this position is to:

- Actively supervise customers and to ensure they are behaving safely, while having fun in an enjoyable environment.
- Ensure a high level of overall customer satisfaction is maintained, along with safety awareness, and to quickly and effectively, respond to emergencies and/or patrons in difficulty.

2. RELATIONSHIPS

Internal

- Centre Manager or Venue Manager
- Aquatics Supervisor
- Pool Lifeguards
- Receptionist
- Bayswim Staff

External

- Customers
- Swim Squads
- Schools

3. PRINCIPAL RESPONSIBILITIES AND ACCOUNTABILITIES

Principal Accountabilities	Key Result Areas
Customer Service <ul style="list-style-type: none"> • Maximise public enjoyment by providing exceptional customer service. • Promoting what Bay Venues has to offer to encourage ongoing facility use. • Assist as required with the running of programmes and events. 	<ul style="list-style-type: none"> • Customer and manager feedback • Increase in customer numbers • Programmes and events run smoothly
Compliance <ul style="list-style-type: none"> • Actively supervise aquatic facilities and activities. • Interact with patrons to promote safe behaviours and ensure a safe environment is maintained. • Carry out pool lifeguarding according to BVL protocols and standards. • Record water tests and plant checks. • Attend to patrons in difficulty quickly and efficiently to ensure both personal and patron safety is maintained. • Direct patrons in what to do in the event of an emergency. • Carry out plant monitoring and assist with adjustments and maintenance as required. 	<ul style="list-style-type: none"> • Activities run safely • Zero harm achieved • Standards and protocols adhered to • Accurate tests and checks completed • Zero harm achieved • Emergency/evacuations conducted to plan • Efficient plant operation
General <ul style="list-style-type: none"> • Depending on the facility, provide efficient reception service, including; fee collection, retail sales, stock control, reconciliation of all money received. • Maintain a clean, hygienic, well presented facility • Undertake such other duties as may reasonably be requested by the Team Leader, Aquatic Supervisor or Venue Manager 	<ul style="list-style-type: none"> • Reception and admin tasks covered as required • Venue presented to highest standard • Manager feedback
Health and Safety <ul style="list-style-type: none"> • Ensure that Company Health and Safety Policy and Procedures are complied with • Work in a way that ensure the safety of self and others 	<ul style="list-style-type: none"> • Safe working environment maintained • Zero harm achieved

4. SKILLS, EXPERIENCE AND QUALIFICATIONS

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • A Current Pool Lifeguard Skills Award (PLSA). • A valid First Aid Certificate 	<ul style="list-style-type: none"> • National Certificate in Recreation & Sport (Aquatics)
Technical Skills/Competencies	<ul style="list-style-type: none"> • Swim 200 metres free-style continuously and in less than 6 minutes. • Can complete a variety of water rescues and life-saving techniques correctly. • A proven ability to actively supervise customers for long periods, preferably in aquatic environment. 	<ul style="list-style-type: none"> • Familiar with pool plant and water quality maintenance. • Experience in Lifeguarding and knowledge of aquatic facility activities.
Personal Attributes	<ul style="list-style-type: none"> • Excellent interpersonal and communication skills • Ability to think clearly under pressure when dealing with stressful or emergency situations. • High levels of initiative and judgment with the ability to make informed decisions and set priorities • Exceptional customer focus • High standard of personal presentation. 	
Alignment with Values		
Customer Crazy	<ul style="list-style-type: none"> • Establishes and maintains effective relationships with customers to gain respect and trust • Creates the best possible experience for customers 	
Got Ya Back	<ul style="list-style-type: none"> • Seen as a team player going out of their way to help others • Takes ownership and accountability • Creates strong morale and a positive team environment 	
Smarten Up	<ul style="list-style-type: none"> • Identifies opportunities to improve current business operations • Knows the competition, strengths and opportunities • Makes good decisions based upon a mixture of analysis, wisdom, experience and judgement 	
Straight Up	<ul style="list-style-type: none"> • Acts with integrity and in line with core values • Communicates openly and honestly 	
Step Up	<ul style="list-style-type: none"> • Leads by example • Actively works to continuously improve oneself • Is enthusiastic, passionate, and energetic 	