

Job Title & Position Number: Sport & Leisure Attendant (Ref: 1053)

Level: 2

Line Manager: Coordinator Aquatic Facilities

Direct Reports: Nil

Location: Aquarena

Date Reviewed: October 2024

1. Job Purpose

The diverse role of Sport and Leisure Attendant is responsible for facilitating safe and enjoyable aquatic experiences for all facility users. Sport and Leisure Attendants assist with operational activities such as pool supervision, customer service, and the delivery of aquatic programs and services to the community. A Sport and Leisure Attendant must work in at least two of the three following roles -Life Guard, Swim Teacher and Customer Service Officer.

2. Organisational Context

The position of Sport & Leisure Attendant is part of the Sport and Leisure branch within the Community & Culture department. In total, four (4) branches report to the Community & Culture Director – Community & Cultural Development, Libraries, Heritage & Gallery, Mullewa District Office and Sport & Leisure.

3. Key Accountabilities

- Undertake supervision, rescues, and emergency care procedures in accordance with the Aquarena policies, RLSSWA guidelines for Safe Pool Operation, industry standards and practices.
- Educate the public on safety requirements in an aquatic environment.
- Set up and pack up of equipment for programs and ensuring that equipment is stored in a safe and correct manner.
- Assist in the coordination and regulation of aquatic bookings and lane allocation by various user groups.
- Assist with maintaining a high standard of cleanliness and hygiene throughout aquatic facilities.

- Provide timely and accurate assistance with general enquiries from internal/external clients both in person and over the telephone.
- Enter bookings and enrolments onto the facilities software systems as required.
- Process transactions for entry fees, membership and pro-shop sales.
- Assist the Finance Officer as required.
- Reconcile POS transactions, banking & records in accordance with City financial guidelines.
- Assist the Sport and Leisure Officer with Swim School duties and operations as directed.
- Teach people of all ages how to swim. This includes infants, toddlers, pre-school and school age, adults, seniors and people with a disability.
- Ability to work with a wide variety of students and be responsible for their safety.
- Prepare lesson plans prior to each lesson.
- Assist in promoting programs and activities to encourage participation at the centre e.g. holiday program, discos, family days, movie nights, open days.
- Be prepared to partake in emergency simulations.
- Undertake other relevant duties as directed, consistent with skills, competence and training.

4. Corporate Accountabilities

- **Human Resource Management & Leadership** – Participates in performance management processes; participates in L&D activities including induction, recruitment, and succession planning.
- **WHS** – Ensure duty of care compliance with WHS legislation and follow all health, safety and injury management processes appropriately, including the reporting of injuries, incidents, damage events and near misses.
- **Ethical Behaviour** – Demonstrates a positive commitment and compliance with all relevant legislation, including but not limited to workplace discrimination, harassment, victimisation, bullying, fraud and corruption while ensuring compliance with the City's Code of Conduct and all City policies.
- **Records Management** - Ensures all documents are recorded in accordance with the City's Record Keeping Plan and policies and procedures. Ensures confidentiality is maintained at all times.
- **Budgets** – Manage the operational budget to ensure that expenses are controlled and monitored accurately. Report on budgetary deviations and develop strategies to enable forward planning as required.

- **Strategic Vision** - Articulates a clear picture of the future direction of the team and describes how current decisions will impact the ability to achieve this. Creates realistic schedules and assesses opportunities and problems to assist in achieving the City's strategic objectives as required.
- **Values** - create a positive working environment while upholding the City's STARS:

<p>SERVICE</p> <ul style="list-style-type: none"> • We will make customers the focus of everything we do. • Our service will be fair, flexible, innovative and reliable. • We will show genuine concern for customers.
<p>TRUST</p> <ul style="list-style-type: none"> • We will trust the foundation of all relationships. • We will rely and depend on each other. • Our communications will be open and genuine.
<p>ACCOUNTABILITY</p> <ul style="list-style-type: none"> • We will honour our commitments. • We will take responsibility for our own actions. • We won't blame others. • We will hold each other accountable for our actions and behaviours.
<p>RESPECT</p> <ul style="list-style-type: none"> • We will treat others like we would like to be treated. • We will listen before we talk. • We will seek and value the contributions of others.
<p>SOLIDARITY</p> <ul style="list-style-type: none"> • We will be united in our decisions. • We will be united in our actions. • Our strengths will come from interdependence.

5. Selection Criteria

All criteria essential unless otherwise stated.

Qualifications and Experience

- RLSSWA Pool lifeguard Certificate (if working Life Guard duties)
- First Aid Certificate
- Swim Teach by Royal Life Saving or equivalent Certificate (if working as Swim Teacher)
- Working with Children Check
- National Police Clearance (if working in CSO position)

- Austswim infant, disability and adult extension certificates (desirable)
- Technical Pool Operation certificate (desirable)
- Demonstrated experience with teaching/coaching supervision and a range of aquatic based programs
- Previous experience in a customer service position
- Previous experience in supervision of water-based activities and emergency care procedures

Knowledge and Skills

- Sound knowledge of pool supervision, water safety, water education, first aid, resuscitation, rescue techniques and pool operations
- Able to facilitate behaviour management of a class or individuals from diverse backgrounds
- Developed ability to deliver quality customer service including an understanding of the recreation services industry and the needs of the City of Greater Geraldton community
- Demonstrated values of service, trust, accountability, respect and solidarity and a commitment to quality and continuous improvement principles