



Position Description

Position Title	Aquatic Education Customer Service Officer
Position Number	
Division	City Assets and Environment
Department	Property, Arts and Leisure
Team	Aquatics
Position Status	FULL TIME
Classification	Band 2
Position Reports to	Aquatic Coordinator
Position Supervises	N/A
Date Reviewed	December 2015

Position Objective

The role of the Aquatic Education Customer Service Officer is to facilitate the smooth and professional operation of Aquatic Education Programs at the Waves Leisure Centre in accordance with the policy and service direction, statement of common purpose and guiding principles formulated by the Kingston Leisure Centres Business Unit and the City of Kingston.

The major accountability is the quality of the service provided which has an impact on customers' perception of the Centre and an indirect affect on overall business results.

Key Responsibilities

1. Communication and Customer Service

- Deliver a high level of customer service to the centres customers, staff, contractors and user groups
- Promptly respond to and resolve customer queries and complaints
- Provide communication and advice to customers on the range of facilities and programs available
- Build and maintain strong working relationships with customers and user groups
- Coordinate the effective running of the Aquatic Education Program by:
 - managing the Swim School reception;
 - processing payments and balancing till daily
- Coordinate shift covering as required
- taking enrolments
- Provide guidance and direction to employees involved in the program delivery and to monitor performance to ensure that programs are conducted with high regard to standards of safety and enjoyment of participants.
- Provide general administration support to Swim School

2. Teamwork

- Contribute to the direction of the centre by participating in staff meetings and planning sessions
- Effective Communication and support of other departments to ensure cohesion and consistency

3. Plan and Conduct Swimming Lessons

- Assist in Planning and developing aquatic education programs to ensure they meet community needs in line with the centres aquatic education program.
- Collect, set up and pack away and maintain appropriate equipment for swimming lessons.
- Plan and conduct Swimming lessons in accordance to the centres aquatic education program

1. Accountability and Extent of Authority

The incumbent is financially responsible and accountable for:

- Processing of cash, cheque and card payments for Aquatic Education Programs. Responsible for daily till and reconciliation

The incumbent is has delegated authority for:

- NIL

The incumbent is responsible and accountable for:

The incumbent has the authority to develop, modify, coordinate and conduct Aquatic Education Programs, in consultation with the Aquatic Education Coordinator and is accountable for the efficient running of the operation.

The incumbent provides direction to employees, aquatic instructors and contractors involved in service provision and has significant influence on the success and financial viability of the Aquatic Education Program.

2. Judgment and Decision Making

The incumbent is accountable for:

Judgement is exercised within the framework of policies and procedures of the Leisure Centre.

The incumbent is expected to exercise discretion in relation to programming, rostering and customer relations seeking advice from the Aquatic Education Coordinator where appropriate. The incumbent's decisions will affect levels of participation and the operational efficiency of the programs.

3. Specialist Knowledge and Skills

The following knowledge and skills are required to be utilised:

- Demonstrated knowledge in Customer Service standards
- Demonstrated understanding and experience in the Conduct of swimming lessons
- Understanding of Safe activities for children/adults including duty of care to participants
- Understanding of Principles of Occupational Health and Safety requirements
- Experience with bookings or Point of Sale Systems

4. Management Skills

The following management skills are required to be utilised:

- Time Management skills
- Problem solve with customer issues as presented

5. Interpersonal Skills

The following interpersonal skills are required to be demonstrated:

- Demonstrated ability and experience working with and supervising children
- Use effective written communication in promotional material, correspondence and reports in order to ensure accuracy and understanding of all programming matters.
- The incumbent will be required to demonstrate a proactive, warm and confident communication style that motivates and inspires members and guests of all ages and fosters good customer relations and enthusiasm of participants.
- Experience in conflict resolution with customers and staff
- Ability to manage time, multi task and plan programs to meet timetable and member and guest expectations.

6. Qualifications and Experience

The following qualifications and experience are required for the position:

- Current AUSTSWIM Certificate- Teacher of Swimming and Water Safety
- Current AUSTSWIM Teacher of Infant and Pre-school Aquatics
- Current CPR qualifications
- Working with Children's Check and Police Check

Shared Organisational Responsibilities

Kingston City Council (Council) has the following expectations of all employees:

Values and Behaviours	<p>The City of Kingston has six organisational values which guide behaviours and decision-making. It is through this framework, that high quality services are delivered to employees and the community. Employees have an important role to play in upholding Kingston's ethics and values, including the Code of Conduct. Kingston's Values are:</p> <ul style="list-style-type: none">• Future Orientated• Accountable• Expert• Celebrate• Community Centric• Dynamic
Safe Workplace Actions	<p>The responsibilities of this position are completed in line with organisational Occupational Health and Safety (OH&S) policies and procedures. The incumbent will display and promote safe actions in the workplace at all times.</p>
Policies and Procedures	<p>The responsibilities of this position are completed in line with all council policies related to the position.</p>
Legislative Framework	<p>The responsibilities of this position are completed in line with the relevant legislative framework of the position's department.</p>

Key Selection Criteria

Selection will be based on the following key selection criteria. Reference will also be made to other skills, knowledge and attributes contained in the Position Description:

- Experience working in the aquatic department of a leisure facility, specifically with the running of Learn to Swim Programs
- Demonstrated experience in the delivery of strong customer service to members and guests, as well as other staff in order to provide efficient service to the community
- Ability to problem solve and negotiate effectively with customers
- Current First Aid and CPR Certificate
- AUSTSWIM Teacher of Swimming and Water Safety

Prerequisites

- Undertake and maintain a current National Criminal Records Check
- Valid Right to Work in Australia
- Pre-employment Medical Assessment
- Hold and maintain a Working with Children Check
- Driver's License
- Current First Aid and CPR Certificate
- AUSTSWIM Teacher of Swimming and Water Safety & Teacher of Infant & Preschool Aquatics Certificates

International Police Checks

Any applicant who has resided in an overseas country for 12 months or more in the last ten years will be required to provide a police check from the country they resided in. Some countries will not release information regarding an individual for personal or third party purposes. Where police records checks cannot be made, the applicant will be required to provide contact details for at least two individuals who personally knew them while they were residing in the other country, to enable Kingston City Council to conduct referee checks. This additional requirement primarily applies to positions in Council's Aged & Disability Services, Health & Local Laws and Social & Community Services.

Inherent Physical Requirements

This position is predominantly office based however will required some in water teaching and exposure to a humid pool environment

Physical Demands of the Task and % of time allocated

Demand	Unlikely	Occasional <30%	Frequent 30 - 60%	Constant >60%
Sitting			X	
Driving		X		
Standing			X	
Walking			X	
Steps / Stairs		X		
Squatting		X		
Kneeling		X		
Looking Up		X		
Looking Down		X		
Bending Spine Forwards		X		
Working with hands above shoulder height		X		
Reaching forwards or sideways			X	
Gripping or Grabbing		X		
Fine Hand Coordination		X		
Lifting from Floor to Waist		X		
Lifting at waist height		X		
Lifting from waist to overhead		X		
Carrying equipment		X		
Pushing		X		
Pulling		X		
Holding, Supporting or Straining	X			

Adaptive equipment available

Equipment	Description of use
Ergonomic assessment of workstation	Minimise effects of long periods of sitting and using a computer
Ergonomic office chair	Minimise effects of long periods of sitting

Variation to conditions of employment

These conditions of employment, your duties and your location may be varied by Council during the term of your employment.

Agreement

I hereby accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the terms and conditions of employment of and I agreed to abide by the terms and conditions stipulated therein.

Name (please print):	
Signature:	Date: