

**POSITION NO:** 1581  
**CLASSIFICATION:** Trainee – National Training Wage  
**OCCUPANT:** Vacant  
**DATE:** January 2023

## POSITION CONTEXT & OBJECTIVE(S):

To assist with the day-to-day program and centre operations at AquaZone.

## KEY RESPONSIBILITIES AND DUTIES:

1. Regularly liaise with patrons to welcome, farewell, inform or assist them with their experience at AquaZone.
2. With assistance respond to customer enquiries and take action as required to resolve.
3. Assist patrons in providing them with information on Aquazone and its programs and services.
4. Under supervision undertake duties relating to customer service, lifeguarding and swim teaching.
5. Be willing to undertake training to perform various administration duties required of Lifeguards and Learn to Swim Instructors.
6. Contribute to maintaining effective communication between patrons, user groups and Aquazone staff.
7. To perform any other duties within the scope of the position as directed.

## KEY SELECTION CRITERIA:

Applicants should address the following in their applications:

1. Willingness to undertake training to develop skills and knowledge as a Lifeguard, Learn to Swim Instructor, including a Certificate III in Sport and Recreation
2. Ability to operate a personal computer and data base software together with proficient keyboard skills.
3. Basic skills in managing time and organising own work.
4. Well-developed written and oral communication skills.
5. Currently completing or successfully completed Year 12 certificate.
6. Current First Aid Certificate (desirable or prepared to attain).

The qualifications, skills and experience outlined in this position description are ideals to which the occupant will aspire. Unless specifically stated, they are not absolutely essential.

## GENERAL EMPLOYMENT PROBITY CHECKS:

The incumbent will be required to have a current Fit2Work (Police Records Check):

YES

The incumbent will be required to have a current Working with Children Check:

YES

## ORGANISATIONAL RELATIONSHIPS:

**Reports to:** Service Manager Aquazone  
**Supervises:** NIL  
**Internal Contacts:** Other Centre Staff, Casual Kiosk Staff, Warrnambool City Council Staff  
**External Contacts:** User Groups, General Users, Contractors and Suppliers

# AQUAZONE TRAINEE

## ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- This position acts under general supervision and within specific guidelines.
- The work requires a clear understanding of methods, procedures and equipment used in operating a public indoor leisure facility.

## JUDGEMENT AND DECISION MAKING:

- Guidance and advice is always available on tasks to be performed.
- Decisions of a non-routine or sensitive nature must be referred to the appropriate Officer.

## SPECIALIST KNOWLEDGE AND SKILLS:

- Willingness to undertake training to develop skills and knowledge as a Lifeguard, Learn to Swim Instructor.
- Basic understanding of public indoor leisure facilities.
- Ability to operate a personal computer and data base software together with proficient keyboard skills.

## MANAGEMENT SKILLS:

- Basic skills in managing time and organising own work.

## INTERPERSONAL SKILLS:

- Well-developed written and oral communication skills.
- Skills in providing feedback to senior staff.
- Ability to work in a team situation.
- Ability to work under instruction and take guidance.
- Adaptability to a changing environment within Aquazone as per the demands of patrons and requirements of management.

## QUALIFICATIONS AND EXPERIENCE:

- Currently completing or successfully completed Year 12 certificate.
- Current First Aid Certificate (desirable or prepared to attain).
- AusSwim and Lifeguard qualification (desirable or prepared to attain).
- Willingness to undertake a Certificate in Sport and Recreation.
- Victorian Working with Children Check (if over 18yrs of age)

## TERMS AND CONDITIONS OF EMPLOYMENT:

The Terms and Conditions in this Position Description are to be read in conjunction with the General Terms & Conditions of Employment.

# AQUAZONE TRAINEE

## AGREEMENT:

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms & Conditions of Employment and I agreed to abide by the terms and conditions stipulated therein.

Name:	
Signature:	
Date:	

OUR ORGANISATIONAL VALUES

WORKING TOWARDS A BETTER WARRNAMBOOL



ACCOUNTABILITY



COLLABORATION



RESPECTFULNESS



PROGRESSIVENESS



WELLBEING