

CLASSIFICATION: Band 4

OCCUPANT: Vacant

DATE: April 2025

POSITION CONTEXT & OBJECTIVE(S):

The Centre Operator has operational responsibility of the AquaZone facility on a day to day basis.

KEY RESPONSIBILITIES AND DUTIES:

1. General
 - Open and close the facility in accordance with AquaZone's procedures
 - Address any plant or equipment breakdowns in accordance with AquaZone's procedures
 - Report to the Sen Co-ordinator Operations & Aquatics any non-conforming operational issues that occurred during the shift
 - Ensure centre presentation standards are adhered to throughout the shift
 - Perform duties as Chief Warden and first responder in emergency situations
 - Manage "day to day" staff absences
2. Customer Service
 - Support the customer service area during busy periods by conducting customer service duties
 - Conduct centre tours and membership sales in the absence of AquaZone Membership Consultant
 - Able to receive orders and process paperwork
 - Effectively respond to customer enquiries and resolve any complaints
 - Conduct cash processes, cash drops Undertake "end of day" finance procedures
3. Fitness Instructor, Personal Trainer Group Fitness Instructor
 - Provide regular supervision to the health club in the absence of an instructor
 - Assist Group Fitness instructors with any equipment issues
4. Aquatics/Learn to Swim
 - Proactively organise lane allocations and aquatics bookings to optimise aquatic space
 - Organise and record AquaZone bookings and be involved in the setting up and packing up of such bookings
 - Ensure all aquatic play features/equipment are operating at the appropriate times
 - Conduct pool water quality tests and plant checks on a regular and systematic basis as required by law, regulation or industry guidelines
 - Conduct scheduled pool plant operational duties
 - Organise bather headcounts and change rooms on a regular and systematic basis
 - Manage pool supervision levels according to industry guidelines
 - Supervise the Learn to Swim program in the absence of the Learn To Swim Team Leader

KEY SELECTION CRITERIA:

All applicants are required to respond to the following bullet points in their application:

- Demonstrated point of sale and cash handling skills.
- Demonstrated customer service skills.
- Basic computer skills
- Demonstrated experience working in a public aquatic facility.
- Demonstrated experience in applying safe work practices and procedures in the workplace.
- Previous experience in providing supervision and on the job training

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.

OUR ORGANISATIONAL VALUES

WORKING TOWARDS A BETTER WARRNAMBOOL

GENERAL EMPLOYMENT PROBITY CHECKS:

The incumbent must have and maintain a current Fit2Work (Police Records):

☒ YES

The incumbent must have and maintain a Working with Children Check:

☒ YES

ORGANISATIONAL RELATIONSHIPS:

Reports to:	Senior Co-ordinator Centre Operations
Supervises:	All Centre Staff
Internal Contacts:	Other Council Staff
External Contacts:	Centre Patrons, Contractors and Community Groups

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- The efficient, effective and quality output of the centre as a whole, by providing direct support and assistance to the Sen Co-ordinator Operations & Aquatics in accordance with centre procedures, customer needs and nominated timeframes.
- The freedom to act is governed by the procedures and objectives of the centre with regular reporting to the appropriate team leader.
- It is the responsibility of the staff member to monitor the validity of required qualifications and update these where necessary.

JUDGEMENT AND DECISION MAKING:

- Work is performed according to specific guidelines and procedures.
- Guidance and advice is always available within time to make a choice.
- Tasks performed may involve selection from a limited range of existing systems, equipment and processes in a defined range of recurring work situations.
- Uphold and enforce centre conditions of entry.

SPECIALIST KNOWLEDGE AND SKILLS:

- The ability to use computer systems including point of sale, member database and Microsoft Office
- Well-developed customer service skills including personal and telephone reception
- The ability to complete administrative procedures
- A knowledge and understanding of the aquatic/fitness industry
- The ability to conduct cash processes and cash drops
- Sound knowledge of the overall function and organisation of the Centre and its staff

MANAGEMENT SKILLS:

- Efficient and effective planning and use of own time to achieve specific and set objectives with the resources available and within set time frames
 - Ability to initiate and recommend to supervisor improvements to procedures throughout the centre
 - Ability to handle difficult customers and stay calm in emergency situations
 - Ability to work under pressure and maintain a consistent approach to the public
- Able to provide supervision and on the job training

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CENTRE OPERATOR

INTERPERSONAL SKILLS:

- Ability to gain co-operation and assistance from members and guests
- Ability to work in a team environment and work autonomously as required
- Good communication skills of an order to sufficiently be able to gain cooperation and assistance from Centre Customers, Council employees, members of the public, and suppliers
- Skills in the preparation of routine correspondence and reports

QUALIFICATIONS AND EXPERIENCE:

- Experience in a customer service or related role preferably within an aquatic facility.
- Working with Children's Check
- Level 2 First Aid and Pool Lifeguard Certificate

Desirable

- Aquatic Technical Operators Certificate
- Fire Warden Training

TERMS AND CONDITIONS OF EMPLOYMENT:

The Terms and Conditions in this Position Description are to be read in conjunction with the Warrnambool City Council Enterprise Agreement.

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:	

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