

JOB DESCRIPTION

Position:	Swim School Instructor	Department:	Community Services
Reports to:	Aquatic Education Coordinator	Date:	October 2020

Purpose of position

To provide effective swim tuition-to customers in a manner that ensures the highest level of customer service is delivered. To provide exceptional customer service by having a good knowledge of the aquatics function and maintaining a safe and enjoyable atmosphere for all users.

Key Accountability Areas

1. Swim Lesson Service Delivery
2. Customer Service
3. Customer Supervision
4. Cleaning/Facility Presentation
5. Health and Safety
6. Civil Defence
7. Other Duties

Accountabilities

1. Swim Lesson Service Delivery

Key Outcomes

- Have prepared lessons with plans that are in accordance with criteria outlined by the Programme Coordinator.
- Provision of continuous, progressive and effective swimming lessons for all levels of the programme.
- Work with other instructors in co teaching certain classes.
- Evaluates students participating in swim lessons.
- Submit completed evaluations, skills sheets and attendance information on time.
- Proactively correct poor client technique demonstrated during swim lesson sessions.
- Create and deliver a fun, motivating and friendly environment for all swim lesson clients to encourage skill acquisition and attendance.
- Facilitate quality customer focused aquatic programmes in a manner which achieves the objectives agreed upon with the Programme Coordinator.

Performance Indicators

- Act at all times as a professional swim teacher.
- Positive Feedback from clients about swim instruction quality.
- Organised Lesson plans prepared for all classes.

2. Customer Service

Key Outcomes

- Maintain high standards of customer service and professional conduct.
- Greet all customers in a friendly and helpful manner and provide accurate information.
- Assist with the running of programmes and events and set up equipment used in conjunction with such events in a correct and safe manner.
- Actively encourage and promote water play/games amongst younger clients.
- Assist in the co-ordination and regulation of pool space by various user groups and ensure allocated areas are clearly demarcated and marked with signage.
- Assist and rectify where possible clients' difficulties and queries.
- Assist with smooth running of the reception and daily office tasks.
- Maintain a tidy and welcoming facility, including cleaning of the facility.
- Incoming telephone calls are answered promptly.
- Customer complaints are handled in a polite manner, recorded and passed on to the appropriate channels.
- Ensure the facility is presented professionally.
- Provide customers with the information and services in a consistent and professional manner so that Council is held in high regard.
- Accept and receipt monies from customers and process in accordance with Council's procedures.
- "Add value" when responding to customer enquiries by informing customers of other related or applicable services provided by Council, if appropriate.
- Provide quality customer service meeting aquatic services user satisfaction.

Performance Indicators

- Professional public image is displayed at all times including appropriate language used, uniform worn correctly and professional general presentation of the facility.
- Available and responsive to customers and their enquiries with the majority of requests responded to within a timely manner and resolved first time. Users are satisfied with the service.
- All cash receipting procedures are applied with 100% accuracy at all times.
- Comply with Council's confidentiality policies at all times.
- All service requests are logged, monitored and escalated as per agreed timeframes and followed through in a manner that creates resolution.
- Processes are completed to the satisfaction of external customers and stakeholders including booking of the facility. Error rate not to exceed 2% of all transactions.
- Comply with Council's Fees and Charges.

3. Customer Supervision

Key Outcomes

- Supervise facility users in accordance with the centre's Operating Procedures and relevant training manuals.
- Ensure the behaviour of all customers is conducive to the provision of a safe and enjoyable leisure experience.
- Practice incident prevention.
- Ensure all incidents are responded to with urgency.
- Monitor pool traffic to ensure patrons are using the correct area for desired activity, optimising allocation and control of pool and facility space.

Performance Indicators

- Overall pool and facility space is utilised safely.
- Customer behaviour is controlled and inappropriate behaviour is eliminated immediately
- Incidents are constantly reviewed and action plans to reduce incidents occurring again are put in place.
- Serious incidents are avoided as a result of prevention.

4. Cleaning/Facility Presentation

Key Outcomes

- Ensure the highest standard of cleanliness are maintained including:
 - Ensure loose rubbish is constantly cleared from the Complex floor.
 - Ensure the pool deck, change rooms, fitness room and toilet facilities are left in a hygienic manner.
 - Undertake housekeeping duties as required.
- Lead by example and be proactive in promoting a clean and tidy environment e.g. if you see any rubbish / debris in or around the centre, pick it up and dispose of it.
- Promptly rectify any urgent outstanding cleaning or maintenance matters and report any ongoing problems to the Programme Coordinator or Aquatic Services Team Leader

Performance Indicators

- State and presentation of the facility
- Staff & customer feedback

5. Health & Safety including Pool Water Quality

Health and Safety is the responsibility of everyone in the workplace. Council operates under the belief that all incidents/near misses are preventable. Staff are required to comply with all health and safety requirements, and ensure it is maintained through safe work procedures.

Key Outcomes

- Conduct pool water tests and record as per Stratford District Council's Normal Operating Procedures
- Make chemical adjustments to the pool(s) as identified in the centre's Normal Operating Procedure to maintain pool water quality.
- Identify workplace hazards and risks ensuring they are managed in accordance with Stratford District Council and statutory requirements, including recording on Hazard/Risk register with regular reviews and these are reported to the Health and Safety committee
- Participate and follow all health and safety procedures and initiatives.
- Adhere at all times to the Stratford District Council Health and Safety policies and procedures to ensure staff and customer safety.
- Issues are reported to management.

Performance Indicators

- Appropriate procedures are followed.
- Accidents and incidents are recorded in a timely manner in accordance with Stratford District Council requirements.
- Accidents and incidents are minimised and total numbers are within target as stated in the Long Term Plan.
- Accident/Incident register is kept up to date and is regularly reviewed.

6. Civil Defence

Key Outcomes

- Assist in providing Civil Defence functions and/or maintain the provision of essential services in emergency management events, including effective community engagement.

Performance Indicators

- Assigned Civil Defence duties are completed.
- Participation in organisation Civil Defence drills.

7. Other Duties

Key Outcomes

- Record management responsibilities are undertaken as outlined in Council's Information Management Policy.
- Processes are recorded and updated as needed.
- Monthly reports are completed within allocated timeframes.

Together with such other duties as may from time to time be reasonably assigned and communicated to the **employee** by the **employer**.

Discretionary Decision Making

As per Council's Delegation's Policy.

Principle Relationships

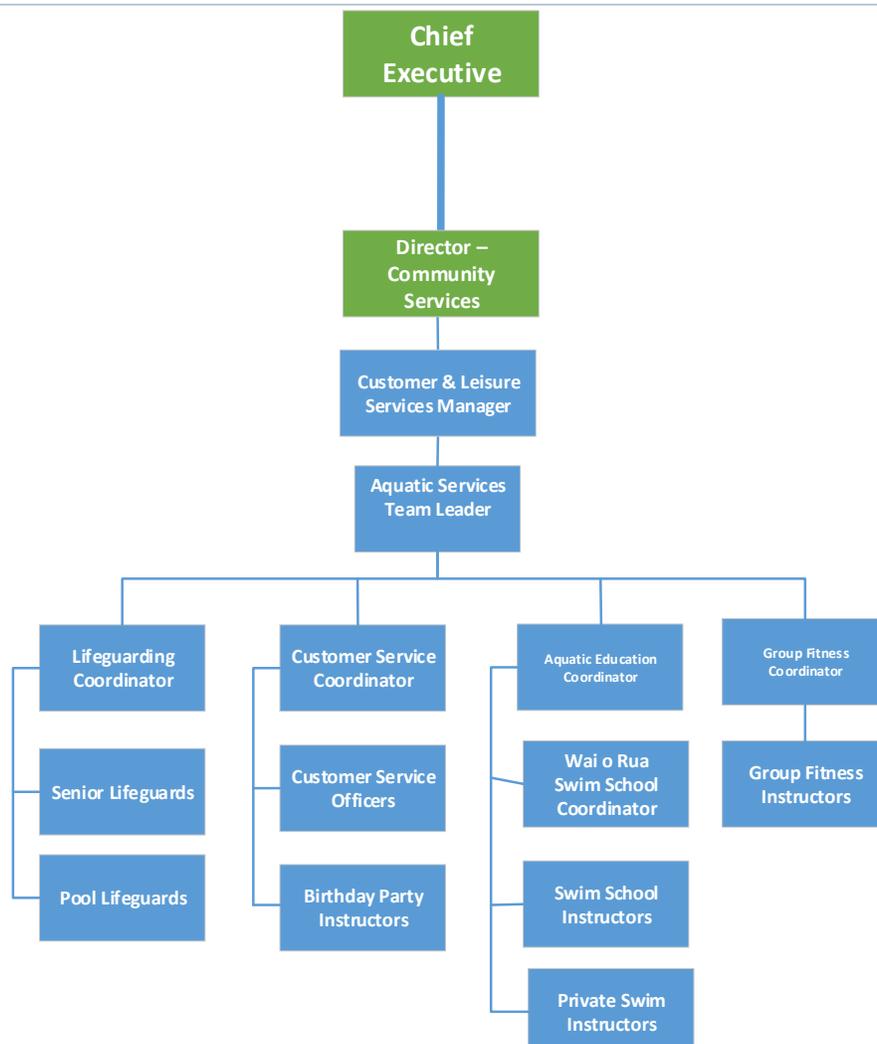
Internal

Other Pool Staff
Programme Coordinator
Aquatic Services Team Leader
Customer and Leisure Services Manager
All Council Staff

External

Pool Users/Hirers
Schools
Swimming Clubs
General Public

Structure Chart



Ideal Person Specification

Education/Qualifications

- Hold at least one of the following:
 - SNZ Assistant Swim Teacher Award
 - Austswim Teacher of Swimming & Water Safety
 - National Certificate in Recreation and Sport – Aquatics (Swim Education) Level 3
- Have an understanding of life-saving methods, including resuscitation, and must hold a current practical first aid certificate
- Police Reference Check under Children’s Vulnerability Act 2014.
- Pool Lifeguard Practicing certificate would be an advantage
- Swimming pool water treatment certificate would be an advantage.
- Current NZ drivers licence.

Job Knowledge

- Experience and knowledge of aquatic facility activities an advantage.
- Ability to complete water rescues and life-saving techniques correctly, calmly and competently.
- Able to swim 200 metres continuously and competently.
- Able to retrieve an object from the deepest part of the pool.

Key Competencies

- Communication – the ability to positively communicate with, and relate well to, a broad range of people from a variety of cultures, ages and backgrounds.
- Customer Focus – develop systems that enhance customer service.
- Coaching – teach or to foster the development of one or several other people. The role of the coach can be assumed formally through positional requirements, or a genuine intent to foster the learning development of the others and appropriate level of need analysis and delegation is implied in each positive level of Coaching.
- Emergencies – is level-headed and methodical when dealing with stressful or emergency situations.
- Organising – is pro-active and looks for opportunities to help customers.
- Team Work – is a team player with the ability to use initiative.