

# JOB DESCRIPTION

<b>Position:</b>	Swim School Instructor	<b>Department:</b>	Community Services
<b>Reports to:</b>	Programme Coordinator	<b>Date:</b>	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

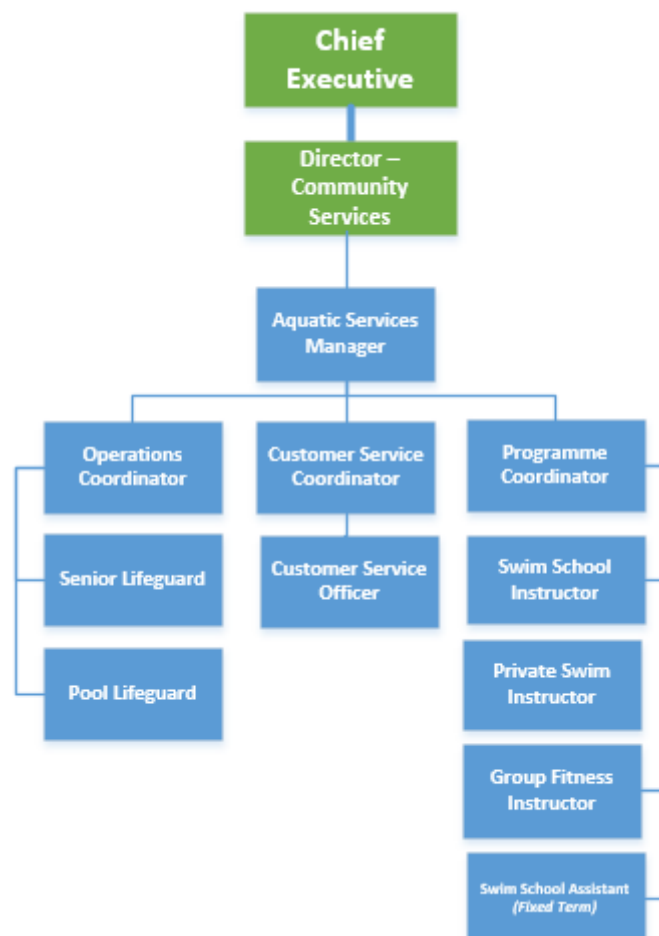
#### Internal

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.