



Position Description **Recreation Officer/Duty Manager** (Casual)

The Role:

The Recreation Officer can take on many roles within the GAC including customer service, Lifeguard, Café Attendant and Duty Manager.

Reports to: GAC Operations Officer

Responsibilities

Duty Manager / Customer Service

- Manage enquires and customer bookings and enrolments for programs and services at the Centre.
- Market and promote the Centre's programs and services.
- Perform daily administrative tasks.
- Manage customer complaints and escalate to GAC Operations Officer or GAC Centre Manager where necessary.
- Identify GAC pool water quality, plant room and cleanliness issues and act promptly and in accordance with GAC procedures.
- In the absence of the GAC Manager, take on the role of GAC Chief Warden in an emergency situation.

Lifeguard

- Provide adequate supervision of aquatic facilities to ensure the safety of all facility users.
- Maintain concentrated observation of pools and patrons to anticipate and respond to problems.
- Identify and appropriately respond to any emergency.
- Ensure facility rules are being obeyed whilst at the same time educating facility users about safe aquatic practices.
- Ensure patrons are protected from unruly behaviour and dangerous actions.
- Carry out intervention and preventative action where necessary to ensure the safety and wellbeing of patrons, the facility and equipment.
- Facilitate the timely and safe use of water space, in clearly defined areas, using appropriate signage.
- Administer first aid as necessary.
- Conduct rostered pool tests and pool maintenance to ensure full compliance with Health Department regulations.
- Activate safe control measures for:
 - Change rooms
 - Lost property
 - Public use equipment
- Perform delegated and rostered maintenance & cleaning duties.

- Advise GAC Operations Officer of requirements for:
 - re-stocking of first aid, cleaning, chemical supplies;
 - troubleshooting, maintenance, breakdowns.
- Comply with legislative and organisational requirements relating to:
 - current water restrictions;
 - occupational Health and Safety;
 - guidelines for Safe Pool Operation;
 - GAC Risk Management;
 - GAC Operations and Pool Lifeguarding.

Health, Safety and Environment

- Promote a positive safety culture by contributing to health and safety consultation and communication and through active participation in the reporting of hazards, incidents and near misses.
- Adhere to GAC's policies, work practices and standard operating procedures.

Complete any other duties as reasonably required by the Aquatic Centre Manager.

Child Safe Practices

- Adhere to the College's Child Safe Policy and practices including the Child Safe Code of Conduct.
- Ensure all involvement with students is inclusive of and respectful towards children with a disability Aboriginal and Torres Strait Islander children and children from culturally and/or linguistically diverse backgrounds.

Selection Criteria

Qualifications, knowledge and experience:

- Pool Lifeguard Award.
- Defibrillation
- Oxygen Resuscitation.
- Working with children check.
- Level 2 first aid or equivalent.
- CPR training.
- Food Handling Certification (an advantage).
- Knowledge of Swimming Lessons philosophy and teaching guidelines.
- Knowledge of AUSTSWIM Industry Guidelines.

Personal Attributes:

- Team player.
- Punctual and reliable.
- Willing to respond to customers' needs or concerns promptly and professionally.
- Flexible approach to working early mornings, evenings and weekends in an effort to share the workload;
- Able to communicate rules and expectations for pool users in a respectful way.