

WAIMAKARIRI DISTRICT COUNCIL

POSITION DESCRIPTION

BUSINESS UNIT:	Aquatic Facilities Network
JOB TITLE:	Operations Coordinator
DATE:	September 2009
ACCOUNTABLE TO:	Operations Leader
ACCOUNTABLE FOR:	Lifeguard Supervisors, Lifeguards

INTRODUCTION

The Aquatic Facilities Network is the business unit responsible for the operation and service delivery of the Waimakariri District Council's aquatic facilities. The Aquatic Facilities Network incorporates the Dudley Park Aquatic Centre, Kaiapoi Aquatic Centre, Oxford Community Pool, and two paddling pools at Waikuku and Pines beach reserves.

The Waimakariri District Council's mission statement is:

'To pursue with the community a high quality physical and social environment, safe communities and a healthy economy.'

The Aquatic Facilities Network gives effect to this statement through the provision of clean, safe and enjoyable aquatic facilities that provide high quality aquatic programmes and recreational opportunities to the communities and visitors of the Waimakariri District.

POSITION PURPOSE

Working as part of the Aquatic Facilities Network team to support a high standard of customer service and facility presentation, maintain a safe and enjoyable aquatic facility environment and respond in the event of an emergency. Additionally the Operations Coordinator provides day to day leadership for lifeguards and other operational staff, and professional support to the Operations Leader and Aquatic Facilities Manager.

KEY RELATIONSHIPS

Internal:

- Aquatic Facilities Manager
- Aquatic Facilities Operations Leader
- Lifeguard Supervisors/Lifeguards
- Other aquatic facilities staff

External:

- Facility Customers
- Contractors and Suppliers
- Other Waimakariri District Council staff.

HOURS OF WORK

Hours of work are as described on the Facility roster as agreed to with the Operations Coordinator and or Operations Leader. Attendance may also be required at meetings outside normal hours, together with such other times as may be necessary to fulfil the responsibilities of the position.

AMENDMENT TO POSITION DESCRIPTION

This job description may be amended from time to time by the Aquatic Facilities Manager after discussion with the staff member.

REQUIRED KNOWLEDGE AND SKILLS

- An interest in recreation service delivery, with an emphasis on aquatic recreation and experiences.
- Competent swimming ability.
- Self motivated with a high level of communication skills.
- Proven customer service focussed skills.
- Enjoy working in a team environment.
- Business computing and administration competency
- Leadership and organisational skills.

QUALIFICATIONS

Required

- Current First Aid Award
(Unit Standards 6401, 6402)
- National Pool Lifeguard Award
(Unit Standards 5683, 5684, 5685, 5686)

Desirable

- National Customer Service Award
- Plant Operators or Water Treatment Qualification
- National Certificate in Community Recreation (Aquatics) Level 3
- National Certificate in Community Recreation (Aquatics) Level 4
- First Line Management or Leadership Qualification

KEY TASKS

- Promoting and complying with all facility and council policies and procedures.
- Provision of professional lifeguard services consistent with the skills, knowledge and standards illustrated in the National Pool Lifeguard Award, PoolSafe Criteria, NZS 5826, Facility Emergency Action Plans and Normal Operating Procedures.
- Being proactive in accident and incident prevention, through practical administration of the hazard management system, correct reporting and recording of incidents and constant proactive communication with customers and operational staff.

- Administering first aid and emergency care when required.
- Keeping oneself and others safe while at work by complying with WDC health and safety systems and requirements.
- Participation in, and supervision of, daily and weekly procedural checklist tasks such as the facility cleaning schedule.
- Day to day supervision of operational staff. Effective supervision would include administration of staff breaks, and ensuring facility standards of operation are maintained.
- Displays leadership capability to lifeguard and other operational staff by ensuring the professional standards of service delivery are consistently attained.
- Delivery of a high level of customer service and customer support to ensure ongoing repeat business for the aquatic facilities.
- Ongoing day to day maintenance of operational rosters.
- Assists the Aquatic Facilities Operations Leader in responding to customer feedback and enquiries.
- In addition to keeping their own qualifications up to date and current, the Operations Coordinator will assist the Aquatic Facilities Operations Leader with the ongoing induction, training and development of operational Staff.
- Enters day to day operational data and information into the aquatic facilities electronic recording systems, and assists the Aquatic Facilities Operations Leader in administering monthly stock takes.
- Carries out routine maintenance and repair tasks to plant and equipment, and follows weekly plant procedures for their own aquatic facility to ensure the ongoing successful operation of aquatic facility water treatment.
- Ensures water quality through delivery, supervision and interpretation of regular water tests.
- Ensures water quality through the carrying out of regular pool water tests and plant checks as prescribed by the normal operating procedures.
- Has a strong knowledge of the Aquatic Facilities programmes and services, and can assist in the delivery and/or administration of these if necessary.
- Undertake any reasonable delegated tasks or direction from aquatic facilities management.
- To take part in Civil Defence training programmes and exercises.
- To actively participate in providing solutions or suggesting better ways to do things.

COUNCIL VALUES

While at work, all Aquatic Facilities Network staff are required to conduct themselves according to the Waimakariri District Council Values:

1. Working with our communities and each other
2. Keeping people informed
3. Doing better everyday
4. Taking responsibility
5. Acting with integrity, honesty and trust.