

DUTY PROFILES – CASUAL AQUATICS POSITIONS

VENUES WEST

POSITION	LEVEL	RESPONSIBILITIES	REQUIREMENTS/CAPABILITIES
AQUATIC SERVICE OFFICER (LIFEGUARD)	Level 3 VWGA	<p>CUSTOMER SERVICE</p> <ul style="list-style-type: none"> Makes customers feel welcome to the aquatic centre and follows the VenuesWest Customer Service Framework. Approaches coaches and club/association officials to ensure their requirements are met. Informs customers of lane allocations and pool opening times, verbally and by displaying signage. Deals with customer enquiries and refers problems for supervisor assistance where necessary. Collects items of lost property daily at the end of late shifts and transport as directed. <p>SAFETY AND SECURITY</p> <ul style="list-style-type: none"> Ensures safety of self and other employees by operating equipment safely and wearing compulsory protective equipment. Ensures the safety of customers by watching the pool and surrounds. Applies first aid to those in need of attention in line with first aid training. Participates in emergency procedure training and drills. Responds appropriately and effectively to any emergency situation. Ensures customers use the aquatic centre appropriately and do not impinge on the enjoyment of others. Carries out opening and closing procedures for the aquatic centre. Ensures all equipment is stored securely and patrons do not enter restricted areas. <p>EVENT / PROGRAM OPERATIONS</p> <ul style="list-style-type: none"> Sets up and pulls down equipment for aquatic events / bookings. Tests all equipment prior to use. Shows event organisers/officials/volunteers how to operate the equipment. Troubleshoots and attends to any equipment malfunctions or other problems during events / bookings and seeks supervisor assistance where necessary. Operates timing equipment as primary timing operator when required. Ensures all activities are carried out in line with booking information in Momentus and that attendance numbers are recorded. <p>VENUE CLEANLINESS & PRESENTATION</p> <ul style="list-style-type: none"> Cleans the pool, concourse areas, grandstand, aquatic facilities and thoroughfares as required. Ensures a high standard of presentation is maintained at all times. Utilise specialist cleaning equipment. <p>MAINTENANCE</p> <ul style="list-style-type: none"> Carries out routine pool and equipment maintenance and testing. Reports any instances of vandalism, damage or equipment failure to an Aquatic Supervisor and where possible rectifies the problem. Maintains grounds appearance where areas are under aquatic control. <p>WORKPLACE SAFETY AND HEALTH</p> <ul style="list-style-type: none"> Reads and understands all emergency plans and safety and health procedures; follows safe work instructions; undertakes emergency management and safety related training and assumes responsibilities as required or directed. Completes all incident / hazard / inspection reports as required. <p>OTHER</p> <ul style="list-style-type: none"> Logs and records all details specified in the Aquatic Operations Manual. Works effectively with other VenuesWest employees. Handover to oncoming staff. Participates in staff training / meetings. Performs other relevant operational duties as directed. 	<ul style="list-style-type: none"> Previous experience working in an aquatic centre as a pool attendant/lifeguard including the ability to rescue and resuscitate swimmers, administer first aid and dive to the bottom of a 5m deep pool. Communicates clearly listening to, understanding and adapting communication styles to the audience. RLSSWA Pool Lifeguard Certificate License Provide First Aid Certificate (HLTAID011 or equivalent).
AQUATIC SUPERVISOR	Level 6	<p>AQUATIC SUPERVISION</p> <ul style="list-style-type: none"> Supervises the Aquatic Officers on duty ensuring delivery of day-to-day operations and generating a positive and accountable work environment. Assists the Aquatic Coordinator in day-to-day supervision of Aquatic Officers, including rostering; communicating rosters and emergency staff cover; timetabling daily duties and breaks; briefs oncoming staff; and ensuring staff correctly sign in and out of shifts. Conducts employee performance planning and development meetings with Aquatic Officers. 	<ul style="list-style-type: none"> Demonstrated experience in pool management or duty management and understanding and management of workplace health and safety issues related to a pool environment.

- Welcomes aquatic patrons, checks arrangements, acts as point of contact for bookings and actions all customer requests.
- Addresses customer queries and complaints; refers or follows up as appropriate.
- Controls allocation and storage of keys and uniforms for casual Aquatic staff.
- Coordinates radios for casual staff.
- Assists in the recruitment and induction of casual staff and assists on panels for permanent and fixed-term recruitment as required.
- Books and supervises casual & permanent part-time staff and service providers for event bump in and out as required.
- Liaises with and supervises third party providers such as Operational Suppliers & Labour Hire Companies operating on site to ensure adherence to VenuesWest safety requirements.

AQUATIC OPERATIONS

- Manages plant room operations in relation to water chemistry and treatment, and heating systems in liaison with the Aquatic Coordinator and Manager Aquatics & Customer Service.
- Liaises with and provides feedback to the Aquatic Coordinator and Aquatic Officers to ensure that the facilities exceed minimum public health standards and -- customer expectations for:
 - water quality, circulation and temperature;
 - air quality, ventilation and temperatures;
 - pool surrounds and presentation; and
 - equipment
- Assists the Aquatic Coordinator in identifying operational improvements for the Aquatic Centre.
- Liaises with coaches, swimming and club officials, event organizers and the public on matters relating to the day-to-day operations of the Aquatic Centre.
- Ensures air and water quality tasks (including carrying out tests, making adjustments and recording data) are carried out in accordance with policy and procedures.
- Provides on shift training to Aquatic Officers to ensure correct policies and procedures are followed.
- Procures approved operational items as required and within budgetary guidelines.

BOOKINGS AND EVENT COORDINATION

- Assists the Aquatic Coordinator in the planning and delivery of bookings.
- Liaises with service providers, contractors and clients about booking requirements and collates and costs physical resource requirements for bookings.
- Hires any shortfalls or additional resources as approved by the Aquatic Coordinator.
- Compiles the costs of all physical and human resource requirements for bookings.
- Ensures correct and timely bump-in and bump-out of any functions or bookings.
- Liaises with clients in regards to all Back of House needs, ensuring services are delivered to the highest standard for both events and day-to-day operations.
- Responsible for ensuring the set up and operation of all bookings and events to agreed specifications (e.g. PA, Video & Lighting), ensuring equipment is operational and clients have been provided with access to Wi-Fi, logins and passwords as required.
- Establishes bump in/out schedules for bookings and events and provides to the Aquatic Coordinator for approval.
- Coordinates air conditioning and lighting schedules for event spaces.
- Ensures event equipment is maintained, reporting defects to Aquatics Coordinator.
- Ensures completion of debrief reports and provides feedback on events to the Aquatic Coordinator.
- Oversees the installation, set-up and troubleshooting of technical equipment and software including:
 - Touchpads; Start Time units; timing buttons; reaction plates; quantum modules/cards; block speakers; scoreboards; video boards; marshalling boards; cabling; boom connections and other equipment as required.
 - Quantum software.
 - Meet Manager software.
 - Sport-in-a-Box software.
 - Other technology as commissioned.
- Operates technical equipment (e.g. PA, video screens, lighting, scoring and timing equipment) as required.

AQUATIC PRESENTATION

- Ensures all VenuesWest Aquatic areas are presented in a clean, safe and tidy condition at all times and that public health and safety standards and OSH regulations are adhered to.
- Opens and locks up venue and ensuring the security system is armed as required.
- Liaises with the Venue Supervisor to ensure venue setup related physical resources are stored correctly and meet operational requirements.
- Carries out routine and preventative maintenance and general cleaning duties as required.
- Undertakes perimeter checks; reports any damage to the Aquatic and Facility Coordinators and assists with the repair/rectification as required.

AQUATIC MAINTENANCE

- Oversees the daily operation of the electronic timing equipment and report any issues to the Aquatic Coordinator.
- Liaises with the Aquatic Coordinator to prioritise maintenance and ensure it is carried out.
- Supervises routine and regular maintenance and testing of equipment.
- Reports any instances of vandalism, damage or equipment failure to the Aquatic Coordinator and where possible rectifies the problem.

- Previous experience supervising staff
- Communicates clearly both orally and in writing; listens to, understands and adapts communication styles to the audience.
- Pool Operators/Managers Certificate.
- RLSSWA Pool Lifeguard License.
- Provide First Aid Certificate (HLTAID011 or equivalent).
- Self-Contained Breathing Apparatus Certificate.
- Operate and Control Liquefied Chlorine Gas Disinfection or Work Safely With Liquefied Chlorine Gas Certification
- LIWA Accreditation.
- WA Construction Industry White Card (Work Safely in the Construction Industry)

	<p>SAFETY, SECURITY AND EMERGENCY CONTROL ORGANISATION</p> <ul style="list-style-type: none"> The Aquatic Supervisor is the chlorine gas emergency specialist staff member in the facility outside of core business hours. The Aquatics Supervisor undertakes Emergency Control Organisation (ECO) duties in an administrative and operational capacity to lead emergency coordination responsibilities (as Deputy Chief Warden) in accordance with the Emergency Response Plan (ERP). First Responder for major medical emergencies in the facility. First responder for all code yellow emergencies in the facility. Facilitates practical training sessions for Area Wardens. Supervises and carries out lifeguard duties; ensures emergency equipment is checked and ready for use and provides first aid or emergency assistance when required. Assists in the development and supervision of compliance to pool users' safety standards and policies. Ensures that all equipment is stored securely and that patrons do not enter restricted areas. <p>OTHER</p> <ul style="list-style-type: none"> Takes care to protect one's own health and safety at work and that of others, by co-operating with all VenuesWest policies and procedures and complying with all applicable work health and safety laws. Other related duties, as directed. 		
AQUATIC TIMING OFFICER	Level 2	<p>ADMINISTRATION</p> <ul style="list-style-type: none"> Provides administrative support for the Aquatic teams, ensuring quality customer experiences and maximizing operational efficiency. Liaises with relevant internal and external stakeholders to obtain all required event information. Develops and maintains operation manuals for the Quantum Timing and Meet manager systems. Develops work sheets for school carnival systems to effectively plan and manage workloads. Reviews and responds to emails on behalf of the Aquatics team. Attends Aquatics meetings as required. <p>SCHOOL CARNIVALS AND SWIM MEETS</p> <ul style="list-style-type: none"> Maintains records and summaries of Aquatic Carnivals including time trials and student numbers. Arranges meetings with school representatives prior to carnivals as required. Collates school carnival event reports following each carnival; drafts and submits end of season final carnival season reports. Sets up swim meets utilizing backups, sd3 files, Team Manager Lite, PDF or hard copy files. Operates the Quantum Timing or Meet Manager systems. <p>EQUIPMENT MAINTENANCE</p> <ul style="list-style-type: none"> Ensures that the Omega rooms are clean and tidy at all times. Ensures that all relevant equipment in the Omega rooms (including Quantum PCs, Galactica Scoreboard PCs, Meet Manager PCs, Networking and Quantum Timing Box) are in good working order. Ensures that relevant programs are up to date by downloading updates for Meet Manager and Quantum Timing. Troubleshoots timing equipment and notifies the Aquatic Supervisor or Aquatic Operations Supervisor of issues. Liaises with the ICT Branch and submits InfoLink requests to resolve ICT issues. <p>STAFF TRAINING</p> <ul style="list-style-type: none"> Arranges meetings for Aquatic Mentors prior to training sessions. Assists the Aquatic Operations Supervisor and Aquatic Mentors to oversee staff training as required. Develops training aids and provides information as required. <p>OTHER</p> <ul style="list-style-type: none"> Other relevant duties as required. 	<ul style="list-style-type: none"> Communicates clearly listening to, understanding and adapting communication styles to the audience. Sound customer service skills.
CUSTOMER SERVICE OFFICER	Level 2.1 PSCSAA	<p>CUSTOMER AND RECEPTION SERVICES</p> <ul style="list-style-type: none"> Provides a reception service including answering incoming calls, greeting customers, directing enquiries and relaying messages appropriately. Assists in processing enrolments, payments, data entry and receipts for Venue Management as required. Promotes VenuesWest by providing information, assistance and guidance to patrons and customers, addressing queries and feedback in relation to: <ul style="list-style-type: none"> programs, services, events and functions across venues changes to schedules pool availability lost property Controls and monitors entry into the venue Issues and receives patron comment and accident/incident report forms Ensures effective and efficient use of venue lighting, air conditioning and sundry controls on request Liaises with courier services and storeperson/s for pick-ups and deliveries 	<ul style="list-style-type: none"> Experience in a customer service, reception or front of house role as the first point of contact, preferably in an entertainment or sporting venue. Communicates clearly both orally and in writing; Listens to, understands and adapts communication styles to the audience.

PROGRAMS AND SERVICES

- Contributes to the success of VenuesWest by maximising sales of programs and services including:
 - Aqua cards (swim, dive, water polo), casual swims, diving and water polo
 - Learn to Swim, junior soccer/basketball, toddler gym and holiday program activities
 - Fitness classes
 - Crèche services
 - Event bookings
- Processes enrolments and payments for all programs and services.
- Performs POS transactions including reconciling and resolving discrepancies as directed by the Customer Service Coordinator.
- Takes responsibility for cash handling and cash collection activities and ensures accurate recording and secure storage of floats and takings.
- Coordinates entry to Health & Fitness classes and Aquatic services for members and non-members across venues.
- Records the numbers for Group Bookings into Perfect Gym as required by the Bookings and Resources Coordinator.
- Books casual court space as required.

EVENTS AND FUNCTIONS

- Contacts key internal employees/stakeholders if set-ups or other matters arise after hours for their direction.
- Draws up notices and other documents as requested.
- Operates a cloakroom for events when required.
- Operates a telephone service for events as required.

ADMINISTRATIVE

- Maintains register for keys given to authorised staff/contractors.
- Ensures contractors sign in and out and have read the WHS and Conduct Induction guidelines.
- Reports vending machine faults.
- Processes incoming and outgoing mail.
- Sells a limited selection of merchandise when retail outlet is closed.
- Controls communication systems in the reception area using the public address system to make announcements and page customers/employees and the 2-way to communicate with Aquatic and Venue Operations
- Coordinates communications for Emergency Services during emergencies as directed
- Telephones ambulance services as directed by First Aid Officers to address first aid incidences.
- Ensures effective communications within the Customer Service team.
- Provides on the job training, assistance and support for all new customer service staff as required.
- Provides assistance and support to other business areas as required.

WORKPLACE SAFETY AND HEALTH

- I take care to protect my own safety and health at work, and that of others by co-operating with all VenuesWest policies and procedures and complying with all applicable work health and safety laws.

OTHER

- Other related duties, as directed.