

CASUAL POOL LIFEGUARD
POSITION DESCRIPTION

Position Title	Casual Pool Lifeguard
Directorate	Infrastructure Services
Department	Parks and Recreation
Position No.	52,503.00 | 52,504.00 | 52,506.00 | 52,507.00 | 52,508.00 | 52,509.00 | 52,510.00 | 52,511.00 | 52,512.00 | 52,515.00
Classification	Level Two (2)
Awards Stream	Queensland Local Government Industry (Stream B) Award - State 2017
Reports To	Team Leader – Moranbah Pool
Last Review Date	June 2025

ORGANISATION SUMMARY:

OUR VISION:	Helping to energise the world. A region that feeds, powers and builds communities, now and for the future.
OUR GOAL:	To pursue long-term sustainable futures for Isaac's communities.
OUR VALUES:	Community Focus Teamwork Caring Positive Work Ethic

We're a region unique in charm and a character-growing attraction for many keen to explore the road less travelled. It's a place where traditional country qualities live on within modern, vibrant communities.

Isaac Regional Council plays a role to ensure our communities have a long sustainable life, so it continues to be a great place to raise a family and to find new or old passions.

Our public spaces are valued and activated, our communities' lifestyles and wellbeing are prioritised, and our individual and collective identities are celebrated.

We need to use new ideas in everything we do because of the fast changes happening all over the world.

This helps us deal with changes and provide the best service. As a Council, we will continue to maintain a clear and balanced vision for the future that shapes all our decisions as we feed, build and power communities.

DEPARTMENT SUMMARY:

The Infrastructure Services Directorate ensures an integrated approach to the delivery of infrastructure and related services across the organisation. The Infrastructure Directorate is responsible for civil, engineering and core service functions including operations of Council.

The Parks and Recreation Department ensures an integrated approach to internal organisational services across the organisation. The Parks and Recreation Department is responsible for various horticultural maintenance practices such as, but not limited to; the care and maintenance of township parks, sportsgrounds and open space areas through the delivery of operational works. The Parks and Recreation Department is also responsible for the delivery of the Capital Works Programme and implementation of the Recreation and Open Spaces Strategy.

POSITION SUMMARY:

The Casual Pool Lifeguard position is responsible for providing a safe and enjoyable experience to the Greg Cruickshank Aquatic Centre patrons through effective and diligent supervision.

DUTIES:

Position Accountabilities and Performance Objectives

1. Effectively coordinating the operation and promotion of the Greg Cruickshank Aquatic Centre, by delivering quality and professional customer service.
2. Carry out general functions in relation to customer service, kiosk and merchandise shop areas when required, including handling cash and Eftpos sales.
3. Providing supervision as required overseeing all recreational activities to ensure maximum user satisfaction and safety (including the provision of leadership in an emergency situation).
4. Respond to emergency and first aid scenarios as required.
5. Assisting to maintain the Greg Cruickshank Aquatic Centre and its associated grounds and facilities in a clean, safe and tidy condition to encourage attendance of patrons to the facility.
6. Responding appropriately to pool and grounds contamination events.
7. Know, actively enforce and educate customers on the Royal Lifesaving “Keep Watch @ Public Pools Program” and the Aquatics Terms and Conditions of Entry.
8. Complete regular and scheduled maintenance inspections of the premises fixed and ancillary plant and equipment, and reporting maintenance issues in a timely manner for rectification.
9. Work as part of a team in a professional manner to facilitate the achievement of Council’s goals and objectives relevant to the work area.
10. Undertake further training as required to achieve competency in Council systems and swimming pool operations.
11. Be reasonably available for after hours and weekend duties as may be necessary for effective business operations.
12. Contribute to the facilitation of positive community outcomes by providing high level customer service, fostering and maintaining deep, respectful, collaborative relationships with team members and stakeholders both internally and externally.
13. Perform all duties in a professional and ethical manner, participate in teamwork, maintain and develop ongoing personal standards and competence, effectively manage own personal work priorities and promote the PECS Noble Purpose Enablers, Customer Service Charter and Values.
14. Apply a self-motivated and collaborative approach to resolving or finding solutions to matters or issues which present, and which are not specifically listed as accountabilities.
15. Undertake any other duties, projects or service or development activities as reasonably directed within the scope of the employee’s skills, competence and training.

KEY COMPETENCIES:

Essential Knowledge and Skills

1. Excellent interpersonal, oral and written communication skills, including the ability to communicate, negotiate, network and consult as required.
2. Understanding of full implications of excellent customer service and commitment to its delivery.
3. Sound knowledge of Microsoft Office applications and previous experience with TechOne or similar record keeping systems would be highly regarded.

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4. Willingness to work flexible hours as required, incorporating weekends and public holidays.
5. Good fitness level.

Experience

1. Demonstrated experience in the provision of customer service.
2. Knowledge of, or the ability to rapidly acquire knowledge of the effective operation of a pool complex.
3. Previous local government experience, and an understanding of departmental policy and procedures would be highly regarded.
4. Demonstrated ability to work both under minimal supervision, and as a team player.

Qualifications

Mandatory – this role requires the possession of:

1. Current C Class Open Australian Drivers Licence.
2. Blue Card from the Commission for Children, Young People and Child Guardian, or ability to obtain prior to commencement.
3. First Aid Certificate (including resuscitation) or ability to obtain prior to commencement.
4. Pool Lifeguard Award.

Desirable

1. Pool Plant Operations – highly regarded.
2. ASCTA credentials – highly regarded.
1. AUST Swim credentials – highly regarded.

DELEGATED AUTHORITY AND ACCOUNTABILITY:

Delegations as detailed in Council's Delegation of Authority register.

EXTENT OF AUTHORITY:

Position exercises a degree of autonomy and works under general direction with the freedom to act within established policies practices. The position must understand that their powers are limited to their delegated authority and know and comply with any authority and obligation that comes with their powers.

CERTIFICATION:

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

	EMPLOYEE	DEPARTMENT MANAGER
Name		
Signature		
Date		

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