

SHAPING AN
AWESOME
HAMILTON



CUSTOMER SERVICE AND LEARN TO SWIM TEACHER

AQUATICS UNIT - CUSTOMER AND COMMUNITY

WHY WE ARE HERE

To improve the wellbeing of Hamiltonians, we need to become the leading community-focused Council, so Hamilton's full potential can be unlocked – making it the best place to live.

The following values - kia urutau/adaptability, kia ngaawari/simplicity, kotahitanga/inclusiveness, kaitiakitanga/guardianship, and kia manawanui/ambition are what make our thinking and mindset unique to Hamilton, so we need people on our team who understand that this value-driven thinking and mindset is the foundation of their performance. Our people are at the heart of everything we do.

WHY THIS ROLE EXISTS

This position sits within the Customer and Community Group. The purpose of this group is to provide services to customers and citizens.

Approved - Line Managers name	Date - xx/xx/xxxx
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WHAT YOU WILL DO

The Customer Service and Sales Advisor / Learn to Swim Teacher is a dual position responsible for welcoming, admitting and assisting visitors to the pools facilities and teaching Learn-to-Swim classes in an encouraging, safe and professional environment. The purpose of this position is:

- To ensure high levels of customer satisfaction by being approachable, accessible, responsive and by taking ownership to ensure the delivery of the best service possible.
- To respond to customer enquiries, meet sales targets and keep across all functions, services and products available at Waterworld.
- To teach all facets of swimming and water safety to babies, children and adults

This position is a Children’s Worker as defined under the Vulnerable Children’s Act 2014. Hamilton City Council is committed to providing a safe environment for children attending Council-owned and operated facilities. It is expected that all Council employees working with children and young people will operate in a way that reflects this intent.

Reports to	
Responsible for (total number of staff)	
Delegation	
Budget	

KEY OUTCOMES

Some of the **key outcomes** for this role include:

- All enquiries are answered in a professional, efficient and pleasant manner
- Proactive approach is given to the provision of accurate and relevant information
- Main Reception/office cover is maintained at all times
- Telephones are answered in the standard format. Accurate messages are recorded and passed onto appropriate staff as soon as possible. Voicemail is checked and cleared regularly
- Provide a high standard of customer service to all patrons and the general public.
- Professional, courteous and timely customer service is provided to all patrons and members of the public.

- Customers are advised of activities, events, facilities and programming within the complex.
- Up-to-date knowledge is maintained of the various functions, services and products available within the Swimming Facilities
- All transactions, purchasing and invoicing requirements are accurate and up to date
- Reports are prepared and clerical records are maintained as per Council policy and procedures
- Monthly sales targets are maximised through add-ons with swim stock, concession cards
- Teach babies, children and adults in the correct methods of Learn to Swim and Water Safety.
- All lessons are run according to the Learn To Swim (LTS) curriculum.
- Full and suitable lesson plans are used for each lesson and available on request of the LTS Head Teacher or LTS Coordinator.
- Parents/caregivers receive regular updates on the progress of their children informally between classes
- Every child receives progress report and certificate in accordance with LTS guidelines.
- Adhere to Health and Safety policies and procedures, enabling a safe and healthy work environment for all workers and members of the public
- Participate in health and safety relating to position activities
- Stop and/or report any unsafe practices
- Contributes to special projects as required
- Participates in Civil Defence emergency events and training if required
- Improves work processes and systems

HOW YOU WILL DO THIS

Our team culture is critical to our success. It’s vital everyone who joins our team is an ambassador for our values, so together we can drive the best possible outcomes for our community.

YOUR MINDSET, SKILLS KNOWLEDGE, AND EXPERIENCE

You actively work at being the ‘best version of you’ and your mindset and behaviours have a positive impact on others.

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YOU BRING TO THE ROLE

- Previous customer service experience
- Able to listen and relate to all culture groups
- Competent in Microsoft Office suite
- Able to work with little or no supervision
- Able to interact with the public
- Able to develop and maintain rapport with stakeholders
- Effective verbal and written communication skills
- Ability to communicate with multi-level groups
- Conflict management skills
- Able to identify people's needs and adapt the program to its fullest potential
- Satisfactory results from full pre-employment children's worker safety checks, in line with the requirements of the Vulnerable Children Act 2014
- Experience with cash handling and monetary transactions preferred
- Knowledge and experience in balancing and report preparation preferred
- NCEA level 1 or equivalent preferred
- Current Workplace First Aid Certificate
- Previous experience with Centaman Booking System preferred
- ASTA Assistance Swim Teacher Award preferred
- Current Workplace First Aid Certificate preferred
- At least 20 hours of recognised Swim Teaching preferred

NOTE: This position description is a broad outline of the key activities and responsibilities for this position. Key responsibilities may vary from time to time, at the request of the team leader/manager to accommodate the operational needs of the team.