CITY VENUE MANAGEMENT

# POSITION DESCRIPTION

**Position Title:**

Swim Instructor

**Position Classification:**

Level 2/3 - Fitness Industry Award

OUR PURPOSE

# CREATE EXPERIENCES THAT DELIGHT AND ENGAGE.

At City Venue Management (CVM), every person plays an important role in creating experiences that delight and engage. Our truths are unique to us, they shape how we behave and underpin our purpose. As an employee of CVM you are expected to model behaviour aligned with our truths:

## FUN AND ENERGY ARE CONRAGIOUS

*Positivity feeds positivity, smiles provoke smiles*

*People are drawn to environments that are challenging yet enjoyable*

*Don't wait for others to infect you. "BE THE SOURCE"*

## NEW KNOWLEDGE DRIVES PROGRESSION

*We grow by seeking internally and externally*

*Education, experience, observing, practicingDon't wait for others to*

*Seek to understand "BE CURIOUS"*

## COLLABORATION ENABLES CREATIVITY

*Diverse teams working toward common goals develop unique solutions*

*Respectful, passionate disagreement and refined ideas lead to innovation*

*Integrated teams leverage "COLLECTIVE GENIUS"*

## SIMPLICITY ALLOWS AGILITY

*It's simple to make things complex and complex to make them simple*

*Strive to find practical solutions to challenging problems*

*Big organisations can be fast, "FLEXIBILITY CREATES FREEDOM"*

## MATURITY IS NOT AN AGE

*Empowered to do what you like, maturity is to do what is right*

*Resilience, compassionate, dependable, courageous*

*The ongoing commitment to remain consistent "EMBRACE OWNERSHIP"*

## Position Purpose:

To deliver a positive and safe swimming experiences at our venues through service excellence and the  delivery of Learn to Swim classes and programs.

## Relationships:

**Reports to:**
Swim School Manager/Coordinator

**Key internal relationships:**
- Rackley Swimming Staff
- Swim School Manager/Coordinator
- Facility Manager

**Key external relationships:**
- Facility Patrons
- Parents
- Schools
- Community Groups

## Key areas of Responsibility:

### Customer Service

- Foster a positive professional image for City Venue Management during all interactions
- Build and maintain rapport with new and existing clients as well as other stakeholders
- Identify and address customers' needs
- Provision of swimming lessons and programmes to a range of students from babies to adults
- Assess swimming capabilities
- Provide students and/or parents with constructive and timely feedback on progress made
- Acknowledge and address customer complaints in a timely and professional manner

### Sales

- Maintain and share accurate product/service knowledge
- Upsell and cross-sell CVM's products and services
- Promote all sales and marketing initiatives implemented by management

### Safety

- Monitor the safety of all participants of the class/program.
- Respond to in water emergencies and provide CPR where required
- Report workplace health and safety hazards and incidents according to policy
- Keep the facilities clean and tidy.

### Other

- Complete other ad-hoc duties as requested
- Assist with pool equipment set up and dismantle
- Partake in training sessions and meetings as requested
- Comply with operating contract, company standards, policies and procedures and relevant laws and codes of practice.

## Key Competencies:

**Extent of Authority:**
**A Swim Instructor has no expenditure authority.**

Key Competencies:

Mentoring: The ability to guide, engage and motivate students
Collaboration & Communication:  Comprehensive interpersonal and diplomacy skills to effectively manage interactions with a broad range of internal and external stakeholders.
Relationship building: Ability to develop and maintain valuable relationships with internal and external stakeholders by means of, but not limited to; needs identification, active listening skills, expectation management, empathy and an exceptional manner.
Technical knowledge: Have the It know-how to adapt quickly to new software systems
Multitasking: Ability to switch focus between competing work activities with an efficiency that allows tasks to be completed and goals to be met successfully.
Extensive experience in customer facing roles.

## Qualifications:

**Required:**

- Blue Card
- CPR
- Austswim or Swim Australia Qualifications

The above qualifications must be held and maintained valid during your employment with CVM. Failure to obtain and/or maintain these qualifications may result in delay or termination of employment.

## Legal Requirements:

### QLD CHILD PROTECTION ACT

It is an offence under the QLD Child Protection Act 1999 for a person convicted of a serious offence to apply for or perform this position. The QLD "Child Protection Act 1999 requires the following to be completed:

- Any person in this position must hold and maintain a current Positive Notice and Blue Card from the Commission for Children & Young People & Child Guardian.

### DUTIES UNDER WH&S ACT

Under the Work Health & Safety Act 2011 an employee, whilst at work, must:

A. Take reasonable care for his or her own health and safety; and
B. Take reasonable care that his or her acts or omissions do not adversely affect the health and Comply, so far as the employee is reasonably able, with any reasonable instruction that is
C. given by the person conducting the business to allow the person to comply with this Act; and safety or other persons; and

D. Co-operate with any reasonable policy or procedure of the person conducting the business relating to health or safety at the workplace that has been notified to employees.

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[DATE]

**[NAME MANAGER]** for and on behalf of **City Venue Management Pty Ltd**

I acknowledge and declare that I have read and fully understand the expectations of the position contained in this agreement and the policies and procedures of the company and accept that I will observe them fully:

[Employee Signature]

[EmployeeFirstName] [EmployeeLastName]