

SRAFC SUPERVISOR

Background: The Scenic Rim Aqua Fitness Centre is a community built and owned aqua and hydrotherapy facility. Its vision is “a healthier life” for all residents of the community. It is staffed by 6 casual learn to swim and 4 aqua aerobics instructors and operated largely by volunteers. It operates 6 days a week and is operational all year round. The Centre can provide access to a qualified exercise physiologist and dietician. It provides an invaluable service to the Scenic Rim community.

Role: Part time casual with some work on weekends and split shifts required. 30 hrs per week. \$25-\$30 /hr dependent on qualifications and experience.

Role Description:

Under general supervision of the SRAFC Executive Committee, the Pool supervisor manages the day to day running of the SRAFC business including:

- Supervision of employees and volunteers to ensure a high level of service delivery and satisfaction in their roles.
- Ensuring compliance by clients, staff and volunteers with legislation and pool rules relating to workplace health and safety.
- Oversight of the reception desk and office, including client interactions, routine cash management, banking, employee payments.
- Oversight of opening and closing of plant and equipment and routine water quality testing.
- Monitoring of routine maintenance and repair needs, purchase of pool and office supplies and liaison as appropriate with providers.
- Maintenance of a close working relationship with the BSDSG Inc Executive, including regular reporting on pool activities and proactive suggestions for improvements on all aspects of the operation.
- Implementing and overseeing various aquatic and learn to swim programs, and assisting with ongoing training and supervision of aquatic employees and volunteers.
- Willingness to work a flexible schedule and occasional overtime when needed.
- Promoting the SRAFC to the local community, building business and expanding growth opportunities.

Required Qualifications

- Current CPR and First Aid certificate, or willingness to complete required coursework
- Current Blue Card for working with children, or eligibility to apply to be granted a Blue card
- Current qualifications in Aqua Aerobic/Fitness and Austswim qualifications for teaching learn to swim
- Current Swimming Pool Plant Operators Certificate or willingness to complete required coursework

Essential Experience

- Experience in conducting learn to swim or aqua aerobic sessions
- Supervision of a small team
- Managing a small office, including staff rostering, cash management, developing systems and procedures

Essential Skills and Competencies

- Office management: Proficient use in computing skills (word processing, spreadsheets, basic databases, graphic design), cash management, administration of systems and processes, and staff rostering.
- Social media: Identify the appropriate social media platforms eg Facebook, twitter, Instagram and utilizing them to promote brand awareness and loyalty for the SRAFC
- Safety awareness: Identifying and correcting conditions that affect employee, volunteer and customer safety; upholding safety standards.
- Customer Service: Effectively meeting customer needs; building productive customer relationships; taking responsibility for customer satisfaction and loyalty.
- Communication: Clearly conveying information and ideas, both written and verbal, through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message.
- Planning and Organizing: Displaying a strong work ethic so that time and resources are prioritized, delegated and managed to ensure that work is completed to meet deadlines and is of a high standard

- Flexibility: Appreciating and leveraging the capabilities, insights, and ideas of all individuals; working effectively with individuals of diverse style, ability, and motivation.
- Collaboration: Working effectively and cooperatively with others; is a strong team player.
- Leadership: Demonstrating an interpersonal style that works effectively and inclusively with others, is a strong team player, and provides direction to others as well as guidance and feedback to help others achieve their objectives.
- Manages stress—Remains dispassionate under conditions of emotional stress; remains calm and measured when confronted by unpleasant customers, complaints and other stressful situations.
- Financial Acumen—Understanding basic finance (e.g. accounting, budgeting, purchasing, sourcing) and can use financial data to accurately diagnose business conditions, identify key issues, and suggest corrective action.

Application Process

Applications should include a resume and covering letter addressing the experience, qualifications and skills required, including 2 referees and be sent to the President of the SRAFC, Bernice Dover at bernice@thehrcatalyst.com.au. Applications close at 5pm on 4 the September2017.