

Nayland - Customer Service/ Lifeguard Supervisors & Lifeguards

CLM are seeking applications from individuals keen to join a team that will make up the summer season team at Nayland Park Pool & Riverside Pool. We are seeking Customer Service Representatives, Lifeguard Supervisors and Lifeguards.

Customer Service Representatives

The ideal candidate will have an exceptional interpersonal skills and telephone manner, be polite, have a bubbly personality and love working with people. This role includes working on our front desk dealing with customers / members, and cash handling and coordinating the bookings, invoices and other administration tasks for the facility. Previous customer service/administration experience is essential.

Lifeguards

Previous experience and qualifications would be advantageous, however on-site training will be provided for the right applicants who might be new to the industry. The roles involve the supervision of the pool, its surrounds and patrons to ensure safety and a pleasant enjoyable experience for all. You will be required to pass a swim test and demonstrate other aquatic skills to be capable of conducting the role.

Lifeguard Supervisors

Customer service skills and communication need to be an area of strength along with the ability to lead a team and ensure all staff are engaged and motivated. The ideal candidates will already have qualifications, experience and knowledge within the industry, however training can be provided for the suitable applicants if required.

Water treatment qualifications would be advantageous. You will at all times be supervising the staff working with you, as well as the safety of those staff, customers, and contractors. You will be required to pass a swim test and demonstrate other aquatic skills to be capable of conducting the role.

For all roles our ideal candidates are individuals who have a high degree of responsibility, and experience in communicating with staff and customers effectively. The roles need motivated individuals who can follow systems and procedures correctly.

The ideal candidates should have the following attributes:

- Follow systems and procedures correctly all the time
- Ability to lead and motivate a team
- Focus on health & safety for the facility and experience in this area
- Confident and experienced in the aquatic environment
- Experience dealing with conflicts or problem resolution
- High degree of responsibility

You need to be:

- Motivated, enthusiastic, and honest;
- reliable;
- Effective with communication;
- Be well organised;
- Strong with time management
- Confident swimmer – for the lifeguard roles



The positions are fixed term for the summer season, and we open the pools from 7th November 2020 to 26th March 2021. Training will be completed to opening during October and some roles may commence before the season opening to assist with the preparation. The roles are structured around the opening hours of the facility and therefore may include early and late shifts, and weekend work. You need to enjoy working with a team, be friendly, enthusiastic, honest and enjoy a bit of fun. Fantastic customer service skills are a must!

If you are a team player and enjoy an exciting work environment please apply in writing with a current CV and a covering letter **stating which role you are applying for.**

Applications close on Sunday 18th October 2020.