



Position Description

1 Position Identification

Position Title: **Casual Pool Service Technician / Retail**

2 Role

The role of a casual Pool Technician / Retail is to service and maintain clients swimming pools and spas and to assist in the sales of pool chemicals and equipment from our retail store in Mulgrave, Victoria.

3 Location

The position will work from our shop which is located at 3 Dunoon Court Mulgrave. Our service area is currently focussed on the eastern suburbs from Clayton to Cockatoo with most clients in the Mulgrave / Lysterfield area.

4 Accountability & Extent of Authority

This role reports to the General Manager

5 Hours of Work

Work hours will vary between 8am and 6pm Monday to Saturday with a minimum shift of 4 hours.

A 15 minute (paid) break will be allowed for every 3 hours worked and a 30 minute (unpaid) meal break will be allowed after 4 hours of work. A full days work (9am to 5pm) will equate to 7.5 hours paid work.

6 Remuneration

Remuneration varies depending on knowledge and experience with wages ranging from \$26.75 to \$37.50 per hour inclusive of the 25% casual loading. A further \$1.00 per hour Uniform Allowance will also be provided.

An additional 25% loading applies for any work on a Saturday.

Workcover insurance will be provided in accordance with statutory requirements. Employees must report all work related injuries / illnesses to the General Manager as soon as they occur.

Superannuation will be paid in accordance with government legislation into your choice of complying fund.

7 Duties & Responsibilities:

Pool Technician

Perform water tests, including Chlorine, pH, Alkalinity and Calcium Hardness, at customers pools

Identify and add required chemicals to maintain water balance and healthy water

Inspect and maintain pool equipment including pumps, chlorinators and filters

Clean filters including backwashing of sand filters and washing cartridge elements

Clean salt cells from salt chlorinators

Clean pools including scooping leaves, brushing the sides and floor and operating vacuums to remove debris from the pool.

Assist with the installation of new or replacement pool equipment such as filters pumps and chlorinators.

Produce standard reports for customers on work done and recommendations after each visit.

Transport and use hazardous chemicals

Be responsible to prevent loss or damage to company and customer equipment whilst in their care

Use and clean company vehicles

Retail

Perform water tests on customers pool water samples

Advise customers on appropriate products for their pools based on the completed water tests

Assist with the cleaning and maintenance of the shop including dusting and re-stocking shelves, vacuuming, and sweeping

Process customer sales

Perform daily cash reports

8 Required Skills & Knowledge

Excellent customer service and communication skills

Must be organised with good time management skills

Ability to work unsupervised

Ability to solve basic problems

Ability to follow work instructions including procedures for storage and handling of hazardous goods

Computer skills including the use of Excel and Word and the ability to print documents and make PDF's
Drivers Licence (manual vehicle)

Desirable skills

- Knowledge of swimming pools and pool chemicals
- Water testing experience
- Retail experience
- Basic handyman skills

9 Qualifications

There are no specific qualifications required for this position however a "Pool Operators Certificate" or the Cert III or Cert IV in Swimming Pool and Spa service would be looked upon favourably.

10 Training

The successful applicant will receive in house training in order to undertake the required duties.

11 Vehicle and Equipment

All equipment required to perform the duties of the Pool Technician will be supplied by H₂O Pro. In addition, a fully maintained vehicle (manual) will be provided for use by staff when performing pool cleaning / maintenance duties at customer's premises. Staff are expected to maintain (clean) the vehicle when using it.

12 Other

The position requires a medium level of fitness as the role involves walking and carrying equipment. In addition, there will be some lifting of chemical containers and salt which can weigh up to 25kg.

13 Duration of Appointment

Casual Pool Service Technicians are appointed for a period of up to twelve months. Following that period a person may re-apply to continue as a Casual Pool Service Technician.

14 Uniform

Corporate image is a very important part of business. As such the following dress policy is to be adopted by all Pool Service Technicians:

- Company Polo shirt or Short Sleeved Work shirt worn together with Khaki work trousers or Shorts.
- Company Polar Fleece Jacket or Vest
- Steel Capped work boots (preferably Khaki or Sand in colour)

Casual Pool Service Technicians will be issued with one Company shirt and a Polar Fleece Jacket or Vest on commencement of their employment. Additional Shirts or Jackets can be purchased at any time.

Trousers, shorts and footwear are to be supplied by the employee, however a Uniform Allowance of \$1.00 per hour will be paid to offset uniform costs.

The Company encourages the wearing of a broad brimmed hat when working outdoors as well as the use of sunscreen.