

Job Description for Administration Assistant

Overall Aim

To become an integral part of our small team aiding in the running of swim school offerings to an exceptionally high standard. To be the first face of the swim school with any enquiries or concerns any new or existing customers may have. All aspects of work should be undertaken in a safe, sensitive and professional manner.

Administration Assistant

- Ensuring swimmers behave in a safe manner always, whilst on the premises.
- Ensuring that spectators behave appropriately always on the premises.
- Being responsible for the safety of customers and performing lifeguard duties. Always risk assessing.
- Assisting with starting and finishing of lessons/leisure swims/parties punctually.
- Recording any notes each session and maintaining files, keeping them up to date.
- Issuing paperwork (e.g. certificates, payment letters) to parents and swimmers before and/or after their attended lessons.
- Communicating in a welcoming, friendly and professional manner to all customers, swimmers, parents and staff.
- Promoting the business fully, to ensure the new enquiries are constantly being generated and new swimmers enrolled, including answering phone calls and emails.
- Completing open and close check sheets for each day, and pool tests completed when opening and closing swim school building.
- Recording payments, and maintaining cashbook.

General

- Attending all relevant staff meetings and training sessions.
- Continuing to update skills, attending further technical training courses, CPD's and workshops.
- Working as part of a team, ensuring good communication both within Chessgrove Swim team and with staff at the other businesses at Chessgrove Park.
- Presenting Chessgrove Swim in a positive manner always.
- Contributing ideas for improvement.
- Behaving in a welcoming, friendly and approachable manner and providing excellent customer service in all aspects of the swim school.
- Be fully knowledgeable of our timetable and what we offer as a Swim School, such as lessons and prices.
- Achievably taking part in other reasonable tasks/roles asked with business.

Chessgrove Swim mission statement:

“To provide an enjoyable and relaxing environment for all ages and abilities”

Staff Name:

Staff Signature:

Date:

Manager Name:

Manager Signature:

Date: