

**JOB DESCRIPTION**  
**Approved June 2026**

**Title & Reporting Relationships**

**Position Title:**

**Te Kaiwhakahaere Hōtaka mō ngā Kaupapa Wai, Aquatics Frontline Services Coordinator, Aquatics Team, Customer and Community Group.**

**Grade:**

SP 10

**Reports to:**

Aquatics Frontline Services Manager

**Direct Reports:**

None

**Indirect Reports:**

None

**Purpose of the Group and the Position:**

**The Customer and Community Group** play a key role in Councils' daily customer interactions, providing support at our Customer Service desks, assisting local business and customers with environmental standards, and helping residents and visitors access our facilities, services, and programs at locations such as swimming pools, libraries, museums, parks, and events. This group fosters connections between the community and the services we offer to enhance everyday life in the district.

**Position Purpose**

The Aquatics Frontline Services Coordinator provides day-to-day administrative, systems, and operational support to the frontline team, enabling the smooth and consistent delivery of services across Council's aquatic facilities. The role ensures accurate information, supports workforce and service administration, and contributes to reliable customer service, reporting, and continuous improvement through effective systems and processes.

**Internal Customers:**

This role is responsible for establishing and maintaining effective, co-operative, and professional working relationships with all stakeholders including:  
Frontline Services Manager, Customer Service Teams, Finance, Payroll, HR, ICT

**External Customers:**

Customers and suppliers (administrative interaction only)

**KEY RESPONSIBILITIES AND OUTCOMES**

In the current local government environment, Council must be well positioned and supported to meet the current and future needs of our communities for good quality local infrastructure, local public services, and performance of regulatory functions in a way that is cost-effective for businesses and residents. The Council needs to be ready for, and respond appropriately to, changes in external operating environments (such as shifts in government policy), which in turn influences how we do things. The Council is working to be well-positioned not only to see what is coming but also to take opportunities to influence the shape of these externally driven changes.

We require all staff to demonstrate behaviours that underscore our commitment to build and maintain an organisation that is acknowledged and respected for being:

- Caring – we understand our customers' needs, share information and work as a team;
- Dynamic – we bring a can-do attitude to make it happen; and
- Effective – we get it right and deliver consistent, value for money services.

Staff will be aware of political sensitivities, support equal employment opportunities, and demonstrate an understanding of Te Tiriti o Waitangi within the context of a local authority.

## **Functional Key Requirements**

### **Operational & Workforce Coordination**

- Frontline team members report to the Frontline Services Manager with the Coordinator providing day to day operational support and guidance.
- Assist with roster administration and workforce data maintenance
- Monitor day-to-day service pressures and escalate emerging operational issues to the manager.
- Ensure operational records are complete, current, and accessible
- Provide reception cover across the facilities on occasions as required, ensuring continuity of customer service and accurate transaction processing

### **Timesheet Administration (Preparation Role)**

- Prepare and validate timesheets prior to Manager approval
- Check timesheet data for accuracy, anomalies, and policy alignment
- Follow up discrepancies with staff and escalate unresolved issues
- Maintain timesheet audit records and supporting documentation

*Note: Timesheet approval and accountability remain with the Frontline Services Manager.*

### **Retail & Stock Administration**

- Maintain accurate stock ordering, receipting, storage, and stock take records
- Support implementation of merchandising changes and promotions
- Identify stock discrepancies, wastage, or process inefficiencies
- Maintain retail administration and compliance documentation

### **Reporting & Data Management**

- Produce routine operational, payroll, retail, and customer reports
- Maintain data integrity across systems
- Investigate data errors and coordinate corrections
- Prepare summaries to support management review and analysis

### **Systems Administration & User Support**

- Act as a frontline systems “super-user”
- Provide first-level systems support and user guidance
- Maintain standard operating procedures (SOPs) and documentation
- Support system updates, testing, and improvements

### **Customer Service Administration & Debtor Management**

- Manage customer enquiries and routine complaints
- Maintain complaint and customer feedback registers
- Identify trends or recurring issues and provide summaries to the Manager
- Escalate complaints outside delegation or posing reputational risk
- Support debtor management processes, including monitoring outstanding accounts, issuing routine follow-ups and reminders, maintaining accurate debtor records, and escalating issues to Finance and the Manager where required

### **Marketing & Communications Support**

- Implement on-site marketing collateral and signage
- Support campaign logistics and internal communications
- Maintain records of completed promotional activities

### **Compliance & Audit Support**

- Maintain operational, payroll, retail, and customer service compliance records
- Support audit preparation through evidence collation
- Monitor adherence to procedures and raise non-compliance risks

### **Personal Key Results**

- Demonstrate commitment to organisational values through behaviour that is consistent with our caring, dynamic and effective approach to customer service.
- Establish and maintain effective and efficient working relationships with all stakeholders.
- Contribute collaboratively, positively, and effectively to the operation of the team, the Group, and the organisation as a whole.
- Take responsibility for your own self-development to enhance skills and knowledge applicable to current and future positions.
- Exhibit behavior which is consistent with the understanding of Te Tiriti o Waitangi and its application for the Council.

### **Key Performance Indicators**

- Accuracy and timeliness of payroll and roster preparation
- Data integrity and completeness across systems
- Retail stock accuracy and variance control
- Customer enquiry and complaint resolution timeframes
- Administrative turnaround times
- Quality and reliability of management reporting inputs
- Support for debtor management processes

## Health and Safety

All employees have a responsibility to work towards keeping a safe and healthy work environment by following all safe work methods, identifying workplace risks and hazards and using appropriate safety equipment. This includes but is not exclusive to demonstration of the following:

- Taking all reasonable steps to ensure your own safety at work, and that no action or inaction of yours while at work causes harm to any person or the environment;
- Reporting any risks and/or hazards you become aware of in the workplace;
- Observing all safety policies, procedures and precautions, including wearing and using the protective clothing and equipment;
- Notifying your manager/Group Manager/H&S Advisor immediately if you have an accident/incident/near miss at work and completing the required forms within 24 hours;
- Notifying your manager/Group Manager/H&S Advisor within 24 hours of filing any ACC claim for a work related accident or gradual process injury, and provide your manager/Group Manager/H&S Advisor with copies of relevant medical information specific to your claim; and
- Complying with all policies and procedures that are in place.

At the discretion of the Council, as part of a rehabilitation programme, you may be required to return to work to undertake such alternative duties as are available and are as reasonably within your capability and level of fitness as determined in consultation with a registered medical practitioner.

## Essential Skills, Knowledge and Experience

- High attention to detail and accuracy
- Strong administration and coordination skills
- Clear written and verbal communication skills
- Strong systems capability and process discipline
- Ability to prioritise tasks and manage competing deadlines
- Sound judgement and confidence to escalate issues appropriately
- Customer relationship skills with a professional, service-focused approach
- Ability to build positive and effective working relationships with frontline teams
- Problem-solving skills, including identifying issues and applying practical solutions
- Administration or Business certificate required.

### Experience

- Experience in administration, coordination, or customer service roles of 3 – 5 years.
- Experience with rostering/ time sheeting, retail, booking, or customer management systems (desirable)
- Experience handling reporting or operational data
- Experience in aquatics, recreation, or service-based environments (desirable)

## **OTHER INFORMATION**

From time to time, the position holder may be required to perform other duties in conjunction with the role and which are reasonably within their experience and capabilities.

### **Te Tiriti o Waitangi**

Kapiti Coast District Council has a responsibility to contribute to meeting obligations under Te Tiriti o Waitangi. Meeting our commitment to Te Tiriti will contribute towards creating an organisation that is grounded, dynamic and resilient and supports our organizational values of being Caring, Dynamic and Effective in how we work.

Staff will contribute to the promotion of Te Tiriti o Waitangi and the involvement of Māori within the decision-making process for matters related to and important to them within the Council management processes and procedures.

Inclusion of Te Tiriti o Waitangi within all aspects of the role and its outcomes is necessary, while ensuring the engagement processes include appropriate mechanisms to meet the needs and aspirations of our hapori Māori, informed by our mana whenua partners – in an appropriate and safe manner.

To give effect to our responsibilities and achieve our respective outcomes – Tiriti training will be appropriate and organised through Te Rōpū Hononga ā-Iwi / Iwi Partnerships Group.

### **Civil Defence, Emergency Management and Business Continuity Duties**

All staff of Kāpiti Coast District Council may be required to undertake Civil Defence and/or Emergency Management duties in the event of an emergency. (Training will be given as appropriate.) Staff will also be required to assist with maintaining business continuity in the event of a disruption to Council business and/or the impact of a pandemic by undertaking duties in accordance with how the Council responds to the interruption.

The Council likewise recognises the staff member's need to ensure their family's needs are adequately catered for.

### **Performance Review**

Performance in this position will be assessed in terms of an agreed performance plan.

## JD APPENDIX - GENERIC ORGANISATIONAL COMPETENCIES

<b>Leadership</b>	<ul style="list-style-type: none"> <li>• All employees of the Council are expected to be leaders in supporting the Council's vision, role modelling the delivery of consistent high customer service levels to internal and external customers and championing Council values.</li> <li>• Leaders are expected to actively contribute to achieving the Council's aspirations with respect to the relationships with Te Āti Awa ki Whakarongotai, Ngāti Toa Rangatira and Ngā Hapū o Ōtaki; and be willing and able to provide thought leadership and quality advice to enable our elected members to make good decisions.</li> <li>• <b>People Leaders</b> are expected to: effectively build and maintain an engaged, healthy, thriving and high performing team; ensure their people are current in their knowledge of legislation and training is available to keep pace with best practice.</li> <li>• Ensure people policy and practices are consistently observed and implemented and opportunities exist for ongoing professional growth and development; ensure their people are consistently working collaboratively with other Council teams in the delivery of operational and strategic outputs; effectively manage day to day work output and timeframes; schedule and conduct regular team meetings to enable opportunities for team members to be informed and up to date in their areas and those areas that cross over with other teams.</li> <li>• Ensure individual team member performance is monitored, reviewed with appropriate and timely feedback, and written performance reviews are formally completed in a timely manner; ensure adequate provision of backup/cover for team members; establish an effective performance culture within their team, including ongoing performance appraisals with clear performance indicators and consistent standards.</li> <li>• Team Leaders/Supervisors/Managers are accountable for the leadership, support and coaching of their team members, the fostering of a teamwork approach to the delivery of both the team and the Group's outputs, and the identification of training and development as appropriate; enable, create and encourage linkages across the Council and the region for the benefit of all, the delivery of work programmes and the achievement of strategic priorities; embed strong leadership within their team and across the wider Council leadership group that drives increased diversity, engagement, capability and performance.</li> </ul>
<b>Legislative Compliance</b>	<ul style="list-style-type: none"> <li>• Keep up to date with legislation/amended legislative frameworks and be able to demonstrate the application of such changes (in work and or communicate them to others).</li> </ul>
<b>Project Management</b>	<ul style="list-style-type: none"> <li>• Effectively manage assigned projects to ensure on time and within budget, monitor and report regularly to manage risk and provide updates to key stakeholders.</li> <li>• Ensure documentation is current, available as required and is prepared using Council standard templates/documentation.</li> <li>• Ensure Council processes and procedures are complied with.</li> </ul>

<b>Customer Service</b>	<ul style="list-style-type: none"> <li>• Maintain a professional, courteous, and helpful attitude to all customers (internal and external) ensuring communication is accurate, succinct and in a manner which promotes customer service excellence and demonstrates organizational values.</li> <li>• Always maintain confidentiality.</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>• Participate willingly and positively in the orientation, training and support of new staff in specific areas, providing coaching/buddy support as required.</li> <li>• Provide a contribution to or participate in any projects and initiatives within the Group/organisation where required and the opportunity arises.</li> <li>• Participate in initiatives and contribute suggestions as to improvements and/or efficiencies to enable ongoing quality improvement.</li> <li>• Demonstrate a collaborative working style and participate as a member of the team undertaking all tasks maintaining positive working relationships with other staff members and internal and external customers.</li> </ul>
<b>Financial Management</b>	<ul style="list-style-type: none"> <li>• Ensure all financial activity is conducted in accord with current policy and procedures.</li> <li>• Ensure you work within your financial delegation.</li> </ul>
<b>Monitoring and Reporting</b>	<ul style="list-style-type: none"> <li>• Ensure any written reports are produced using Council standard templates and are provided within the required Peer Review timeframes.</li> <li>• Review, monitor and report on activity or projects as required by the manager.</li> </ul>
<b>Relationship Management</b>	<ul style="list-style-type: none"> <li>• Build and maintain effective professional working relationship with all key stakeholders.</li> <li>• Build and maintain effective working relationships with other council staff members based on a collaborative, collegial and cooperative working style.</li> </ul>
<b>Information Management</b>	<ul style="list-style-type: none"> <li>• Take responsibility for ensuring Council information is stored with the appropriate accessibility in the designated systems, using processes and tools as described in the current Information Management Policy.</li> </ul>