



Cable Operator (2.0)

Location: Spring Lakes Watersports & Leisure

Department: Outdoor Activities

Reports To: Park Manager

Career Level: 1

Role Purpose:

The Cable Operator is responsible for the operation and maintenance of cable systems at Spring Lakes, ensuring smooth, safe, and enjoyable experiences for guests participating in wakeboarding and other cable-based activities. This role involves direct guest interaction, safety monitoring, and operational support to uphold Spring Lakes' high standards for safety and customer service.

Key Responsibilities:

Cable Operations:

- Operate and monitor the 2.0 cable systems for wakeboarding and other cable-based activities.
- Ensure all equipment is functioning correctly, conducting pre-operation checks and routine maintenance.
- Troubleshoot and resolve technical issues with cable systems promptly to minimise downtime.

Guest Engagement & Support:

- Assist guests with activity check-ins, including confirming bookings, waivers, and equipment distribution.
- Provide clear instructions on wakeboarding and cable activity rules, ensuring guests feel confident and safe.
- Offer encouragement and feedback to guests to enhance their experience.
- Support bookings administration, including assisting with scheduling, confirming reservations, and guest inquiries.

Safety Monitoring:

- Supervise guests using the cable systems, enforcing safety guidelines and providing assistance as needed.
- Respond to emergencies or incidents promptly, coordinating with the Park Managers and Lifeguards.
- Conduct regular safety checks of cable equipment and surrounding areas to ensure guest well-being.



Operational & Park Support:

- Assist with seasonal setup and teardown of cable systems and associated equipment.
- Support the cleaning, maintenance, and storage of wakeboarding gear.
- Identify and report any equipment repair needs or safety concerns to the Park Managers.
- Help maintain a clean and safe park environment, ensuring activity zones and common areas remain tidy and well-presented.

Communication & Coordination:

- Use radios to communicate with team members and provide operational updates.
- Maintain professional and clear communication with guests to ensure smooth activity flow.

Key Interactions:

- Internal: Park Managers, Lifeguards, Outdoor Activities Team Members, Maintenance Team
- External: Guests, Educational Providers, Corporate Clients

Success Measures:

- **Safety:**
Effective prevention of incidents and quick response to emergencies.
- **Operational Efficiency:**
Smooth operation of cable systems with minimal downtime and well-maintained equipment.
- **Guest Satisfaction:**
Positive feedback from guests about their wakeboarding experience and engagement with staff.

Skills and Qualifications:

- **Technical Skills:**
Experience with cable systems or technical equipment is preferred (training provided).
- **Customer Service Skills:**
Ability to create a welcoming and supportive environment for guests of all skill levels.
- **Attention to Detail:**
Strong focus on safety monitoring and equipment checks.
- **Communication Skills:**
Clear and professional communication with guests and team members, including radio use.



Certifications (Required):

- Enhanced DBS Check
- Safeguarding Certification
- RLSS Open Water Lifeguard (OWL) Certification
- BWSW Straight-Line Cable Operator Qualification (or 10 hours of logged experience operating a 2.0 Cable System under supervision)

Additional Information:

This role requires flexibility, including working evenings, weekends, and holidays, to meet operational and guest needs. Cable Operators play a vital role in delivering safe, exciting, and high-quality wakeboarding experiences at Spring Lakes.

Employee:

"I acknowledge and understand the roles and responsibilities outlined in this document and commit to carrying them out to the best of my ability. I also understand that these responsibilities are not exhaustive and may evolve as needed."

Signed

Full Name

Date signed

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