



## Cable Operator (5.0)

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 5.0 cable system 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 Full Cable Operator Qualification (or equivalent training)
- 40 hours of logged experience operating a 5.0 Cable System under supervision
- Successful completion of the Full Cable Operator Assessment, which includes:
  - Theoretical-based assessment (multiple-choice and written examination).
  - Practical-based assessment (operating the Full Cable System for 60 minutes while being assessed by a BWSW Assessor).
  - Minimum wakeboarding skill demonstration (riding the cable).

## Full Cable Operator Qualification:

The Full Cable Operator qualification involves completing **40 hours of logged experience** operating a Full Cable System under the supervision of a qualified cable operator. Once this is completed, the candidate must successfully pass a **Full Cable Operators Assessment**.

The assessment is split into two parts:

1. **Theoretical-Based Assessment:**
  - A multiple-choice exam and a written examination designed to assess knowledge of cable operating procedures and safety regulations.
2. **Practical-Based Assessment:**
  - Candidates must operate a Full Cable System for **60 minutes** while being assessed by a **BWSW assessor**.
  - Upon completion, candidates must demonstrate that they meet the **minimum wakeboarding skill requirements** by personally riding on the cable.

## 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.



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### 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."*

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Signed

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Full Name

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Date signed

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