

SurfCom Operator POSITION DESCRIPTION



SURF LIFE SAVING®
NEW ZEALAND

Reports To:	SurfCom Manager
Location:	Auckland Marine Rescue Centre
Position Status:	Casual / Fixed Term
Direct Reports:	Nil
Key Relationships:	SurfCom Manager, SurfCom Operators, SLSNZ Duty Officers, Surf Lifeguards, Coastguard NZ, SLS Staff, Emergency Services
Date Prepared:	May 2025

ABOUT SURF LIFE SAVING NZ

As Aotearoa's leading beach & coastal safety, drowning prevention and rescue authority, we are truly unique, delivering proactive lifeguarding & essential emergency rescue services, a range of public education beach safety programmes, member education, training & development as well as a highly respected sport. With New Zealand having one of the highest rates of drowning (per capita) in the OECD, we are committed to changing this with a vision that No one drowns at the beach in Aotearoa New Zealand.

We do all this as a for purpose organisation and while we are well supported by central and local government we are not fully funded so rely on the generosity of the public, commercial partners, foundations, and trusts for donations and financial contributions to lead and support our incredible front-line volunteer lifeguarding services. SLSNZ is the national association and represents 74 Surf Life Saving Clubs with 18,000 plus members, including more than 4500 volunteer Surf Lifeguards. Lifeguards patrol over 80 locations in summer and provide year-round emergency call-out rescue services throughout Aotearoa, saving hundreds of lives each year and ensuring thousands return home safe after a day at the beach.

[Surf Lifesaving NZ - Homepage](#)

OUR ORGANISATIONAL CULTURE STATEMENT

People are at the heart of everything we do. We support our clubs, volunteers and each other through our values of:

Collaboration • Integrity • Respect • Wellbeing • Fun

We are an organisation that our People are proud to work for and our whanaungatanga (sense of kinship, connection, relationships through shared experiences and working together) provides our people with a sense of belonging.

POSITION PURPOSE

The purpose of this role is to support surf lifeguards through daily operations and major incidents by providing a communication and dispatch service for all surf lifesaving operations around Aotearoa New Zealand.

KEY RESPONSIBILITIES

<ul style="list-style-type: none"> Monitor the Coastal Radio Network (CNR) or allocated micro network and SurfCom phone with reference to the relevant National Standard Operating Procedures (NSOPS)/SurfCom Standard Operating Procedures (SOPS).
<ul style="list-style-type: none"> Deliver effective, clear and concise SurfCom radio communications to all services.
<ul style="list-style-type: none"> Support all relevant services in utilising SurfCom during daily operations through sign in/off and regular statistical updates.
<ul style="list-style-type: none"> Activate Surf Emergency Response System (SERS) when required and follow all relevant SLSNZ National Standard Operating Procedures (NSOPs) and SurfCom Standard Operating Procedures
<ul style="list-style-type: none"> Collate statistical information and other reports required by SLSNZ, ensuring these are completed on time, to standard and are input into the SLSNZ Membership Database (CRM) or relevant depository.
<ul style="list-style-type: none"> Effectively communicate operational compliance issues and environment warnings to relevant parties such as Duty Officers, Regional Lifesaving Managers and Lifeguard Supervisors.
<ul style="list-style-type: none"> End of Day / Week Operational Reports are delivered as required.
<ul style="list-style-type: none"> Maintain the Operations Room in a clean functional and quiet state suitable for emergency operations, keeping the workspace professional, tidy and documents organised.
<ul style="list-style-type: none"> Follow the directions of senior reports – Duty Officer, Supervisor and SurfCom Manager
<ul style="list-style-type: none"> Comply with the SLSNZ Lifeguard Policy Manual at all times
<ul style="list-style-type: none"> Advise Supervisor/SurfCom Manager of concerns/problems

SKILLS & QUALIFICATIONS

Highly Recommended

- Experience in communications / dispatch services
- CIMS 3
- Marine VHF Radio Award
- Experience as a Surf Lifeguard

PERSONAL ATTRIBUTES

Organised and high attention to detail	You'll impress with your methodical and systematic approach, time management and organisation skills.
Strives for operational experience	You are process driven and passionate about providing an excellent service alongside our lifeguards.
Strong Customer focus ethic	Along with your strong work ethic, you will put customers (Members and agency partners) first and be willing to go the extra mile.
Ability to work under pressure	You can manage and deliver whilst keeping composed in a fast-paced environment. You can multi-task.
Can work in a team or alone	You are a team player but can work autonomously too. You have the confidence to undertake assigned tasks without being micro-managed and the wisdom to ask questions and seek answers if in doubt.
Initiative and reliability	You are nimble and can think on your feet, you see things through and you'll deliver on time, every time. Your work ethic is on point. You are a self-starter.
Enthusiasm and Energy	You are excited about our SLSNZ story and the incredible work our volunteer lifeguards undertake, and show a commitment to the mission and vision of Surf Life Saving New Zealand.
Honesty and Integrity	Personal honesty and integrity is important to you and you demonstrate this through your work and attitude.