

SENIOR POOL GUARD/INSTRUCTOR POSITION DESCRIPTION

PURPOSE OF POSITION

The Senior Pool Guard/Instructor is responsible for assisting the management team with facility operations and aquatic programming at Redwater Outdoor Swimming Pool.

SCOPE

The Senior Pool Guard/Instructor reports to the Pool Manager or Assistant Manager and is responsible for assisting with overall facility operations, guarding/instruction, supervision of Junior Guards/Instructors, aquatic programs and pool events.

RESPONSIBILITIES

Facility Operations:

- Assist with the operation of the outdoor swimming pool including but not limited to facility safety, guarding/instruction, staff supervision, water chemistry, aquatic programming, public relations and facility sanitation/cleanliness.
- Follow established Town policies, regulations, and procedures as directed by the Pool Manager or designate.

Front Desk Reception:

- Accept payments for admission fees, rental bookings, campground fees and lesson registrations.
- Complete daily cash-out process as per established procedures.
- Provide professional, positive and courteous customer service to all pool patrons.
- Responsible for addressing patron concerns and public inquiries regarding pool policies, programs, events, or incidents in a professional, courteous and effective manner in the absence of the management team.
- Document and communicate all patron inquiries or concerns to the Pool Manager or designate.
- Assist the Pool Manager or designate with coaching and training of Junior Guard/Instructors in customer service skills and payment/registration processes.
- Document admission statistics at the direction of the Pool Manager or designate.
- Review daily log communications during each shift and update as required.

Water Chemistry, Chlorination, Filtration Systems, and Building Maintenance:

- Assist with processes and procedures related to water chemistry, the chlorination system and/or filtration systems as directed by the Pool Manager or Assistant Manager.
- Report building maintenance issues to the Pool management team and/or on-call maintenance staff as required.

Guarding, Lifesaving, First Aid and Emergency Procedures:

- Maintain diligent surveillance of patrons while guarding in accordance with established safety standards.
- Follow established guard positioning patterns for the pool facility and as directed by the Pool Manager or designate.
- Act immediately and appropriately to secure the safety of patrons in the event of an emergency including but not limited to performing rescue procedures and/or pool facility evacuation.
- Provide emergency first aid as required and/or until the arrival of emergency medical services.
- Complete required documentation including but not limited to incident reports and/or first aid reports.

Lesson Instruction:

- Instruct swimming lessons according to the standards established by the program offered.
- Complete lesson report cards appropriately, professionally and in a timely fashion.
- Establish a positive and professional rapport with parents and lesson participants.
- Conduct lessons safely, professionally and utilize appropriate teaching strategies for the age of participants.
- Create effective, well-planned, and engaging lessons prior to each lesson.

Staff Supervision:

- Assist the Pool Manager or Assistant Manager with supervision, coaching and mentoring of Junior Guard/Instructors.

Aquatic Programs and Community Events:

- Provide input to the Pool Manager/Assistant Manager on pool schedules and programs.
- Lead Aquasize classes under the direction of certified staff if required.
- Assist with planning, organization and delivery of community events at the pool.
- Assist with the creation of promotional materials for pool programs and events.

Occupational Health and Safety:

- Adhere to the Town of Redwater Health and Safety Program.
- Follow established safety operating procedures.
- Participate monthly safety meetings.

Other:

- Participate in weekly staff meetings and in-service training sessions.
- Any other duties as approved by the Pool Manager or designate.

KNOWLEDGE, SKILLS AND CERTIFICATIONS

Knowledge:

- Knowledge of swimming pool operations including but not limited to sanitation processes, water chemistry, and filtration processes.
- Knowledge of guarding, lifesaving, first aid standards and best practices.
- Knowledge of group swimming instruction standards and best practices.
- Minimum of 1 (one) year of experience as a guard/instructor.

Skills:

- Strong leadership including but not limited to team building and coaching skills
- Effective supervisory skills
- Ability to effectively enforce policies, procedures, rules and regulations at the pool
- Excellent guarding and lifesaving skills
- Excellent verbal and written communication skills
- Excellent public relations and customer service skills
- Ability to effectively follow payment, cash-out and registration procedures.
- Time management skills including the ability to prioritize tasks and deal with multiple, changing priorities
- Strong organizational skills including filing, lesson preparation, event preparation, and record keeping.

Certifications:

- 18 years of age or older
- National Lifeguard (NL) Certification or Red Cross Lifeguard Certification
- Water Safety Instructor (Red Cross) or Lifesaving Society Swim Instructor
- Current First Aid/CPR (Level C) Certification or Aquatic Emergency Care Certification.
- WHMIS Certification would be an asset.
- Fitness Certification or Water Art Certification would be an asset.
- Pool Operator Level I Certification would be an asset.

Personal Attributes:

- Honest, trustworthy and respectful.
- Demonstrate dedication to the position and the community.
- Maintain standards of conduct.
- Maintain confidentiality.
- Flexibility.
- Demonstrate sound work ethics.
- Promote positive community awareness and public relations.
- Adhere to Municipal Code of Ethics.
- Maintain a clean standard of hygiene and neat appearance.

Employee Signature

Supervisor's Signature

Printed Name

Supervisor's Title and Name

Date

Date

I certify that I have read and understand
the responsibilities assigned to this position

I certify that this job description is an
accurate description of the
responsibilities assigned to the position

Senior Administrative Officer's Signature

Date

I approve the delegation of responsibilities outlined herein within

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.