



JOB DESCRIPTION

Position: Assistant Head Lifeguard (Seasonal)

Department: Community Services

Reports to: Aquatic Supervisor

Position Summary:

Primary responsibility of the Assistant Head Lifeguard is to assist with the effective and safe delivery of swim programs and pool services at the Strathroy-Caradoc Fair Grounds Aquatic Park. The Assistant Head Lifeguard shall work under the supervision of the Aquatic Supervisor or his/her designate. The Assistant Head Lifeguard shall work in the capacity of a Head Lifeguard (in the absence of the Aquatic Supervisor and the Head Lifeguard) or Lifeguard/Instructor as scheduled by the Aquatic Supervisor. The Assistant Head Lifeguard shall work in a cooperative and positive team effort with all other staff, customers, and stakeholders for the successful delivery of Department programs and recreation facilities.

Goal Statement:

As a member of the Municipal team, each employee is responsible for serving the citizens of Strathroy-Caradoc by meeting the ratepayers' needs and expectations, as articulated by Council, by striving to be the best in everything we do through attitude, training and creativity, and for representing the Municipality as a strong, integrated organization dedicated to quality, sustainable and viable services.

Duties and Responsibilities:

Head Lifeguard (in the absence of the Aquatic Supervisor and Head Lifeguard):

- Supervision of Aquatic Park staff and patrons.
- Responsible for the ensuring the Department's high standard of customer service is achieved by providing excellent service, quality, and value. Responsible for ensuring and providing exceptional customer services in all duties and functions.
- Assist with the instruction and delivery of aquatic programs according to Lifesaving Society and Red Cross standards. Assist with the delivery of public swimming programs and other special aquatic events in a safe and attentive manner. Assist with the promotion, marketing, and selling of Department aquatic programs and services. Assist with program registration into the Booking recreation software.



- Assist with the safe day-to-day operation of the Aquatic Park including general housekeeping and custodial duties, monitoring of filtration/chemical systems, administrative duties when necessary, assisting with registrations and withdrawals when necessary and in accordance with Department policies, and, in the absence of the Aquatic Supervisor and the Head Lifeguard, the supervision of approximately 20 lifeguards/instructors, 3 cashiers, and patrons of all ages.
- Assist with proper record keeping including applicable records such as program lessons/report cards, filtration operation, chlorine system, etc. in accordance with Ontario Regulation 565, municipal policies, or updated regulatory practices as applicable.
- Assist with handling cash and other forms of payments from customers. Responsible for ensuring proper cash handling procedures are followed at the Aquatic Park, and ensuring that cash is kept secure at all times, completing cash deposits in a timely manner.
- Responsible for knowing, following and enforcing all departmental policies and procedures, while encouraging staff to bring ideas forward that can improve the overall operations of the Department.
- Complete departmental reports as required such as accident, vandalism, and customer complaint reports.
- May be required to work outside and beyond the normal hours of work.
- Perform such other related duties as may be assigned from time to time.

Lifeguard/Instructor:

- Supervision and instruction of Aquatic Park patrons.
- Assist with the department's high standard of customer service by providing excellent service, quality and value.
- Instruction and delivery of aquatic programs according to Lifesaving Society and Red Cross standards. Delivery of public swimming programs and other special aquatic events in a safe and attentive manner.
- Ensure the safe day-to-day operation of the Aquatic Park including general housekeeping and custodial duties, and administrative duties when necessary. Required to report unusual occurrences to on-duty supervisor. Required to maintain the pool in a safe and clean manner.
- Perform proper record keeping including applicable records such as lesson attendance/report cards, incident reports, pool fouling reports, etc. in accordance with Ontario 565 regulations or updated regulations if applicable.
- Must participate in beginning of season training as well as two in-service staff training sessions (or otherwise complete monthly task checklist to ensure rescue saving skills are to a satisfactory standard specific to the facility).



- Assist cashier with admission policy standards (explaining policy, helping band patrons, explaining rules to camps) when necessary and available without detracting from primary duties as a lifeguard/instructor.
- Responsible for knowing, following and enforcing all Aquatic Park policies and procedures. Staff are encouraged to bring ideas forward that can improve the overall operation of the Aquatic Park.
- Perform duties as asked by the on-duty Supervisor and fairly share day-to-day tasks with all team members.
- May be required to work outside and beyond the normal hours of work.
- Ability to work as a member of a team.
- Perform such other related duties as may be assigned from time to time.

Qualifications:

- ❑ Must possess the following aquatic qualifications:
 - Lifesaving Society's National Lifeguard – Pool Certification.
 - Red Cross Water Safety Instructor Certification.
 - Standard First Aid/CPR-C Certification.
 - Lifesaving Society's Lifesaving Instructor, First Aid Instructor, Bronze Examiner Certifications considered an asset.
 - Must be physically able to perform the requirements of the position – this is tested both at the beginning of the season during training as well as during the season in-service training.
- ❑ Minimum 1 year of experience in the delivery of aquatic programs and services.
- ❑ Experience in delivery of aquatic programs and services considered an asset.
- ❑ Exceptional customer service, communication and interpersonal skills.
- ❑ Energetic, positive attitude and ability to work independently.
- ❑ Valid class "G" Ontario's driver's licence considered an asset.
- ❑ Ability to work day, evening, weekend and on-call shifts.
- ❑ A satisfactory Vulnerable Sector Check required prior to starting employment.

PREPARED BY: William Versloot

APPROVED BY: Greg McClinchey

UPDATED: February 2019

SUPERSEDES DATE: January 2018