



JOB DESCRIPTION

Position: Head Lifeguard (Seasonal)

Department: Community Services

Reports to: Aquatic Supervisor

Position Summary:

Primary responsibility of the 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 Head Lifeguard shall work under the supervision of the Aquatic Supervisor. The 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. The Head Lifeguard shall act as the on-duty supervisor in the absence of the Aquatic Supervisor.

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:

- 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 program development, 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, 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 personnel functions like scheduling, training and evaluating staff. Assist with staff meetings and training programs to ensure current policy, procedures and health regulations are adhered to.
- 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.

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 – 2 years of experience in the delivery of aquatic programs and services.
- ❑ Exceptional customer service, communication and interpersonal skills.
- ❑ Energetic, positive attitude and ability to work independently.
- ❑ Microsoft Excel skills an asset.
- ❑ Valid class "G" Ontario 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: November 2017