

LIFEGUARD/GUEST SERVICES

Nonexempt

GENERAL STATEMENT OF DUTIES: Integrates training and judgment to make independent, responsible, professional decisions without direct supervision. Vigilantly monitors the safety of swimmers and guests as trained and assigned; initiates safety and guest-service responses as trained; interprets and implements swim center policies and safety guidelines; performs light custodial work; does related guest-services and operations work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this classification is responsible for vigilantly observing swimmers, assessing and recognizing their abilities and needs, initiating actions to assist and serve swimmers and guests, and soliciting the general public's compliance with swim center policies and safety guidelines. Work is performed under the supervision of an Aquatics Supervisor who reviews work primarily on the basis of direct observation and information from coworkers and guests. Supervision is not normally a responsibility of positions in this classification.

EXAMPLES OF ESSENTIAL DUTIES PERFORMED (Illustrative only. Any single position of a class will not necessarily involve all of the duties listed, and many positions will involve duties that are not listed.)

- Vigilantly monitors the safety of swimmers and other guests using swim center facilities; constantly observes guests in assigned area.
- Performs rescues and administers emergency care and assessment as trained and necessary. Initiates or participates in a coordinated, team approach to manage incidents.
- Solicits swim center guest compliance with facility-use policies and procedures. Takes an active role to initiate and perform services for guests and fellow staff.
- Responds to questions from swim center guests regarding Aquatics programs, activities, policies, and practices.
- Performs light custodial maintenance duties such as hosing the deck, and cleaning bathrooms, change rooms, and/or locker areas as assigned and necessary.
- Handles pool covers; removing and/or applying them back on the pool.
- Attends and participates in in-service trainings. Demonstrates retention of skills and ability to initiate action and integrate actions with other staff team members.
- Responds positively to correction and accepts direction. Remains personally accountable in seeking resolution to misunderstandings, conflicts, or performance problems of self or others. Operates within progressive chains of responsibility and authority.

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- Actively participates in department programs which promote continual learning and continual improvement.
- Perform other job-related duties or tasks as required

DESIRABLE QUALIFICATIONS:

KNOWLEDGE: Possesses or obtains considerable knowledge of swimming pool and guest safety; life-guarding methods and practices, emergency care and assessment, and emergency procedures.

SKILLS: Life-guarding skills and methods, emergency care and assessment, CPR, AED, first aid, communicating professionally, and working with guests and staff team members.

ABILITIES: Integrate training and judgment to make independent, responsible, professional decisions without direct supervision; vigilantly observe and monitor the safety of swimmers and other guests using swim center facilities; exercise professional judgment to act effectively in unusual and emergency situations; interpret and implement swim center policies and practices; work and communicate effectively and cooperatively with guests and staff team members; arrive promptly, prepared to accomplish responsibilities; accept direction and demonstrate continual learning and improvement.

PHYSICAL DEMANDS: While performing the duties of this position, the employee is frequently required to sit, stand, bend, kneel, stoop, push, pull, communicate, reach, and manipulate objects. The position requires mobility including the ability to move materials weighing up to 50 pounds on a regular basis such as equipment, inventory, and written materials. Manual dexterity and coordination are required over 50% of the work period. Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to the disability and the ability of the hiring department to accommodate the limitation.

EXPERIENCE AND TRAINING: Any satisfactory combination of experience and training which demonstrates the knowledge, skills, ability, maturity, and professional judgment to perform the above-described duties.

NECESSARY SPECIAL REQUIREMENTS: Possession of or ability to obtain StarGuard Professional Lifeguard certification including CPR/AED certifications; possession of or ability to obtain an Oregon Food Handler Permit. Successful completion of Willamalane's Lifeguard Competence Test training and certification is required. Because this job is considered safety sensitive, a drug screen test will be required prior to employment.

05/11