



<b><u>Position Title:</u></b>	<b><i>Head Lifeguard</i></b>
<b><u>Department:</u></b>	Aquatics/Learning
<b><u>Reporting Relationships:</u></b>	Reports directly to the Aquatics Director
<b><u>FLSA Status:</u></b>	<b>Part-time hourly, non-exempt</b>
<b><u>Schedule:</u></b>	As assigned by Aquatics Director

**Position Overview:** The Head Lifeguard is responsible for the Aquatics Department and upholding the Carver Center Mission while delivering the highest level of customer service and consistency to both Members and Team Members. The Head Guard and Aquatics Team Members will ensure the best department appearance with a focus on safety to achieve the best member experiences.

**Agency Wide Duties and Responsibilities:**

- Support the mission, program philosophy and values of Port Chester Carver Center
- Support and facilitate positive interaction with others by exhibiting individual maturity, respect for others, a team-centered approach, maintenance of confidential information, and an appreciation of a multicultural workplace
- Comply with all policies and procedures as defined by the Carver Employee Handbook, Child Care Council of Westchester and all other governing agencies.

**Position Specific Duties/Responsibilities:**

Member Experience

- Ensure Aquatics Team Members provide a safe and friendly environment for the Members
- Provide exceptional customer service and meets the Members' needs and expectations
- Assist in responding to Member inquiries regarding Carver programs, products, services, policies, and procedures in a professional and timely manner
- Assist in creating a fun & safe environment
- May assist in registering Members for group as well as private swim lessons and programming.
- Provide a safe, clean, and organized aquatics area for members
- Manage the lifeguards to ensure that all team members are utilized to the fullest or send extra guards home while still maintaining expectations for safety

Managerial & Supervisory

- Assist in managing & supporting all Aquatics Department Team Members
- May assist ensuring all certifications are current in the department
- Complete and document daily inspections to ensure pool area cleanliness and safety as directed by the Aquatics Department Head
- Balance pool chemicals to meet mandated levels/standards
- Submit incident reports in a timely matter
- Maintain the Systems Binder on a daily basis
- Assist in training team members through shadowing, direction and feedback of guard critiques

*Swim Head LG:*

- Manage and oversee all aspects of Lessons / CAP / Swim Testing / Camp Instruction
- Build programming to ensure positive learning and wellness within the groups
- Train and educate all staff members with a hands-on approach needed to ensure cohesive learning and individual thinking when teaching
- Lead instructor and educator for all Aquatic Instruction

*Staff Head LG:*

- Oversee all staffing and scheduling for Aquatics Department
- Attend Carver staff meetings
- Ensure all staff paperwork and certifications are up to date and filed
- Work with the CC staff and Swim HG on staffing and class Scheduling

**Responsibilities of All Positions:**

- Support and articulate the Carver mission statement
- Adhere to company policies and procedures
- Daily walk through of locker rooms and bathrooms, notifying appropriate staff of any issues observed to ensure customer satisfaction

Ensures cleanliness of the club using all 5 senses:

- Sight to ensure club is neat and orderly
- Sound to ensure music levels are appropriate
- Touch to ensure floors, countertops, etc. are clean and dry
- Smell to ensure the pool area and locker rooms is fresh and odor free
- The feel of the area (temperature and humidity) are adequate for our members

**Customer Service:**

Demonstrate a positive attitude and actions through a display of courtesy, service, cooperation, hospitality, sensitivity, and professionalism to internal and external customers

**Safety:**

Responsibilities include:

- Comply with all company safety rules.
- Use all required safety devices and personal protection equipment.
- Report accidents and injuries to supervisor as soon as possible.
- Participate in safety training and safety inspections.
- Suggest methods of preventing hazards to safety committee.

**Position Qualifications:**

Minimum Qualifications:

**Education:**

- High School Diploma, or GED (some college preferred)

**Experience:**

- 6 months of customer service experience
- 2 years lifeguarding experience

**Licenses / Certifications / Registrations:**

- Red Cross Lifeguard and First Aid ·
- Red Cross CPR-PR/AED·
- NSPF Certified Pool Operator (CPO) (Preferred)·
- Red Cross Lifeguard Instructor (LGI) (Preferred)·
- Red Cross WSI (Preferred)

**Acknowledgement:**

The above statements are intended to describe the general nature and level of work being performed by a person assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, skills, or working conditions. This job description in no way states or implies that these are the only duties to be performed by the employee in this position. Management has the right to revise this job description at any time.

This description does not create an employment contract, implied or otherwise, other than an 'at will' relationship.

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**Employee Signature      Date**

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**Supervisor Signature      Date**