



JOB DESCRIPTION

TITLE: HEAD LIFEGUARD/INSTRUCTOR

DEPARTMENT: Recreation & Culture

LEVEL: As per negotiated rate

Position Last Evaluated: N/A
Job Desc. Last Updated: N/A

JOB SUMMARY

Under the supervision of the Manager, Aquatics in conjunction with the Recreation Coordinators - Aquatics, the incumbent provides shift supervision of Lifeguard/Instructors, training, and performs basic administrative functions relating to the Aquatics Team. This is a leadership position providing on deck direction and support to lifeguard and instructional staff by monitoring work and ensuring established standards are met.

TYPICAL DUTIES AND RESPONSIBILITIES

1. Provides shift supervision for the delivery of aquatic programs that occur during the assigned shifts including lessons supervision, public swim supervision, leadership for special events, and ensuring proper lifeguard procedures such as rotations, meal break allotments etc.
2. Monitors and ensures the completion of daily tasks, shift duties, and record keeping. Provides direction and feedback to staff.
3. Ensures the facility is well maintained, clean, and safe on a daily basis and in accordance with BC Health Act. Liaises with facility maintenance, custodians, front desk staff, and contractors.
4. Provides orientations, training, and mentoring to staff.
5. Liaises with general public to resolve customer problems and complaints. Provides advice and guidance to Lifeguards in order to handle customer inquiries and complaints.
6. Performs administrative duties such as helping with scheduling, shift call outs, checking log books, reviewing accident reports, lesson evaluations, etc.

TYPICAL DUTIES AND RESPONSIBILITIES cont.

7. Performs all the duties of Lifeguard/Instructor including lifeguarding, instructing lessons, cleaning duties, and leading water fitness classes and other aquatic programs.
8. Assists Recreation Coordinator in program development & marketing, and assists with preparation of programs for Activity Guide (e.g. giving input and proofing).
9. Performs other duties as required.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Extensive knowledge of aquatic operations including programs, public sessions, events, and facilities.

Knowledge of the BC Guidelines for Pool Operations

Strong customer service skills including the ability to de-escalate situations and deal with difficult customers and/or challenging situations involving members of the public.

Excellent leadership skills in coordination, supervision, planning, and organizing of daily duties, shift tasks, and lifeguarding/instructing procedures.

Ability to exercise considerable independent judgment and action in daily work.

Ability to establish and maintain effective relationships with internal staff, user groups, and members of the public.

Ability to communicate with courtesy and tact in providing, explaining, and exchanging information or providing basic information.

MINIMUM TRAINING AND EXPERIENCE REQUIRED

Completion of Grade 12.

Lifeguard/Instructor Level II certification which includes: National Lifeguard Certification (Pool Option), Red Cross Water Safety Instructor, CPR "C", Pool Operators I, Lifesaving Instructor.

One advanced aquatics training course is required such as Water Safety Instructor Trainer, National Lifesaving Instructor, First Aid Instructor, or an equivalent combination of education and experience.

Valid Occupational First Aid, Level 1 certification.

MINIMUM TRAINING AND EXPERIENCE REQUIRED cont.

Minimum of 2 years' experience as a Lifeguard/Instructor.

Satisfactory Criminal Record Check.

GENERAL STANDARDS

All employees shall take reasonable care to protect their health and safety, and the health and safety of other persons by becoming familiar with the Occupational Health & Safety (OH&S) Program, following established safe work procedures, using protective equipment, and asking for training if unfamiliar with work requested to perform.

Contributes in maintaining a respectful, safe, and supportive work environment that embraces diversity and where everyone is treated with courtesy, dignity, and fairness.

Adheres to City policies and objectives.