



- Maintains effective relationships with members, participants and other staff, develops rapport with member.
- Greet every member and/or patron with a smile and a friendly "Hello."
- Attempt to get to know members in friendly and professional manner.
- Arrive on deck 15 minutes before your shift.
- Record and report any faulty equipment and/or lapse in maintenance to Aquatic management.
- Report emergency maintenance needs immediately to Aquatic management.
- Be familiar with all information and answer questions about programs, schedules, policies or direct patrons to Aquatic management.
- Depending on the pool, prepare pool for incoming programs.
- Work with fellow staff members and treat them with respect.

#### **Maintain Records:**

- Record all incidents and accidents immediately after situation has been resolved and you will not be distracted from guarding the pool (report emergencies immediately to Aquatic management).
- Record the number of members using the pool on the member usage or daily attendance sheets.
- Properly test and record chlorine in pool at the appropriate time.
- If applicable, turn in all Open shift reports, End of shift reports and shift change reports.
- Complete accident reports.

#### **Other Duties:**

- Perform maintenance and cleaning procedures as required by Aquatic management.
- Perform other duties needed done by the Aquatic management.
- Take initiative to perform the job to the best of your ability.
- Help other staff out by sub hours for them if available.
- Communicate clearly with staff and Aquatic management.
- Attend all mandatory meetings and trainings.
- Cover all shifts. When unable to cover a shift, an approved substitute must be found.
- If applicable complete monthly CSE's continuing skills evaluations.

#### **Core Competencies:**

- Supports the Mission, Vision, and Direction of the YMCA: Understands and supports the mission of the YMCA; displays the YMCA values; displays flexibility and accepts changes; is willing to try new methods and make suggestions; shows a strong commitment to the YMCA; conveys enthusiasm for the YMCA and his/her work.
- Builds Community: Understands and embraces the role of volunteers; helps members and participants make connections to others and to the YMCA; practices effective relationship-building techniques; supports the role of fund-raising in achieving the YMCA mission.
- Provides a Quality Experience for Members, Participants, Internal Customer and Other: Possesses the ability to deliver outstanding experiences for members, participants, internal customers and others; builds warm and supportive relationships; consistently greets and assists everyone in a positive way; strives to provide service that will exceed expectations; responds to concerns and complaints in a way that makes each person feel valued; initiates action for prompt resolution; looks for better ways to serve in involve members, participants, internal customers and others.
- Works Productively: Demonstrates responsible actions; consistently performs duties in a safe and conscientious manner within the agreed upon timeframe; follows standards, policies and procedures; is reliable and consistently punctual; actively participates in staff meetings, required trainings, and other work related activities; uses good judgment; uses YMCA resources appropriately and efficiently.
- Uses Effective Personal Behaviors/Communicates Effectively: Treats everyone with courtesy, respect, and consideration; displays integrity; listens actively and genuinely; communicates in a clear and pleasant manner; embraces differences among people; demonstrates an active willingness to learn and grow; accepts constructive criticism; works cooperatively as a team member.

#### **Education and Experience:**

- Must hold and maintain current lifeguard certification.
- Must hold and maintain current CPR, AED, first aid, and oxygen administration certifications.
- Must become a YMCA Certified Lifeguard within six months of hire date.

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**Qualifications:**

- Effective communication skills necessary to inform, counsel, motivate and support members.
- Must be observant, safety conscious and able to react calmly and quickly in an emergency.
- Knowledge of safe and proper techniques.
- Able to work flexible schedules.
- Always be professional, alert, courteous and diplomat.

**Trainings & Certifications:**

- Must complete online Bloodborne Pathogens and Employee Safety trainings prior to assignment to initial position.
- If applicable, hold CPR, AED, and First Aid (may be required at some branches) certifications or successfully complete no later than 30-days after employment begins.
- Must complete online Hazard Communication training within the first 90-days of employment.
- Must complete Youth Protection training (Child Abuse Protection training), Darkness to Light and Listen First Training within the first 90-days of employment.

**Physical Demands:**

Remain alert with no lapses on consciousness. Hear noises and distress signals in an aquatic environment, including in water with background noise and perform all needed rescue skills. Operate alone as an instructor, without other instructors for support. Project voice across aquatic area. Ability to frequently stand, sit, walk, talk, hear, swim, bend, reach, crouch or crawl, climb and/or balance, reach with hands and arms, handle or feel, stoop, climb up and down an elevated chair, lift, move and carry approximately 50 pounds, climb a minimum of two flights of stairs (approximately every ½ hour) and use of hands and fingers. Ability to handle emergency situations. Specific vision abilities required close, color, distance, peripheral, depth perception, and ability to adjust focus.

**Work Environment:**

Work is normally performed in a typical aquatic environment. At times, the employee may be exposed to situations where injuries may occur. The noise level in the work environment is moderate to above average. Occasionally exposed to outdoor weather conditions and to wet and/or humid conditions in swimming pool areas may occur.

**Americans with Disabilities Specifications:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**How to Apply:**

Interested candidates should respond to Jessica Abbey, Aquatics Director, at (315) 637-2025, ext. 217, or email their completed application to [jessabbey@syracuseymca.org](mailto:jessabbey@syracuseymca.org) Suzanne LeRoy, Director Human Resources at (315) 474-6851, ext. 311 or email their completed application to [sleroy@syracuseymca.org](mailto:sleroy@syracuseymca.org), no later than June 2, 2017.

The YMCA of Greater Syracuse reserves the right to interview only those internal candidates that based on their qualifications, experience and background meets the requirements of the job vacancy.