

**CITY OF MIAMISBURG
PARKS AND RECREATION DEPARTMENT
POSITION DESCRIPTION**

Class Title:	Head Guard	Civil Service:	Unclassified
Department:	Parks and Recreation	Bargaining Unit:	N/A
Division:	Operations	FLSA Class:	Exempt
Hours:	Seasonal	Location:	Sycamore Trails Aquatic Center

General Purpose:

This position is responsible for overseeing the deck and water areas and ensuring a safe experience at the Aquatic Center, and assist the Aquatic Facility Manager and Assistant Facility Managers in directing the staff.

Educational & Experience Requirements:

A minimum of two years of experience as lifeguard or one year as a Guest Relations Coordinator or other experience deemed equivalent. Current International Pool and Water Park Lifeguard Training License, current adult, child and infant CPR, standard first aid.

Position Qualifications:

Successfully complete Jeff Ellis & Associates International Lifeguard Training Program. Including both practical and written test processes.

Ability to provide direction to seasonal staff.

Supervision Received

Works under the guidance and direction of the Aquatic Facility Manager, Assistant Facility Manager.

Supervision Exercised

Lifeguards, Attendants and Patrons; daily activity on the deck and water areas of the Aquatic Center.

Position Responsibilities:

Supports lifeguard services and monitors lifeguard scanning and zone coverage; enforces facility and safety rules.

Development of guest relations through facility monitoring, interacting with patrons on a daily basis, and enhancing overall guest experience through customer service.

Assists the public with questions regarding facility usage, Parks and Recreation programs, facilities and services, and other City of Miamisburg information. Responsible for being familiar with all program activities and prices offered at the assigned facility, and able to inform customer of that information. Strives to be the “best source of information” for facilities, activities and other recreation programs and services.

Provides rescue and emergency care by using rescue tube/equipment to effectively rescue, following facility Emergency Action System (EAS) procedures, resting and removing the guest from the water, providing follow-up care and completing appropriate reports. Assists with crowd control.

Continually emphasizes quality customer service. This includes staff/staff and staff/customer interaction, and the cleanliness of the Aquatic Center and its surrounding grounds.

Must be test-ready for Ellis and Associates audit. May serve as Lifeguard as necessary.

Reports definite and potential physical hazards, unsafe conditions, and customer concerns to Management after handling the situation and attempting to satisfy the customer.

Performs general maintenance duties, including opening and closing duties, removal of contaminants from the pool water. Maintains the cleanliness of swimming pool, deck area, gutters, equipment, and bathhouses.

Assists in training, scheduling, and supervision of lifeguards and attendant staff. Directly supervises and assists management staff in evaluating lifeguards and attendants.

Assists management staff in conducting in-service trainings.

Responsible for training staff on procedure updates as season progresses.

Ensure cashier staff displays a “Service with A Smile” attitude with all customers. Serve as an example for cashiers through actions and demeanor.

Ensure all cashier staff displays an attitude of “Being the Best Source of Information”, i.e.: must be familiar with all activities at the Aquatic Center and be able to inform the customers. If the staff does not know the answer, he or she seeks to find the answer.

Ensure admissions and concessions areas are kept clean at all times.

Ensure that staff are working in assigned areas at all times.

Ensure staff wears appropriate uniform and attire any time while on duty.

Is well groomed at all times. Wears a city-issued uniform at all times while working. Maintains a professional appearance.

Performs general maintenance duties including opening duties and closing duties.

Assists in the Emergency Action System (EAS).

Perform cashier duties as needed.

Performs all other duties as assigned.

Special Requirements

None

Tools & Equipment

Personal computer, including word processing, spreadsheets, database software, computer hardware, printer, fax copier, telephone, answering machine, portable radio, credit card machine, keys.

Food preparation and storage equipment such as hot dog cooker, warmers, pizza oven, ice cream machine, slushy machine, microwave, freezer, refrigerator, and soda dispensing machine.

Physical Demands

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

While performing the duties of this job, the employee is frequently required to walk, sit, talk, or hear. The employee is occasionally required to use hands and fingers to handle, feel or operate tools or controls; and reach with hands and arms. The employee is occasionally required to climb, balance, stoop, kneel, crouch or crawl.

The employee may occasionally lift or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and an ability to adjust visual focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee frequently works in outside weather conditions. The employee is occasionally exposed to wet and/or humid conditions. The noise level in the work environment is moderate.

Selection Guidelines

1. Post position and advertise in web site, local paper, high school, and colleges and universities.
2. Formal application, oral and/or written interview and reference checks.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.

The job description does not constitute an employment agreement between the City and employee and is subject to change by the City.