

Fanny Chapman Pool

Job Description

Assistant Manager

(Hourly Employee)

Qualifications:

1. Minimum 18 years of age
2. Current certification as Lifeguard by a recognized source of training
3. CPR certified

Competencies:

1. Ability to react calmly and effectively in emergency situations
2. Skill in the application of lifeguarding surveillance and rescue techniques
3. Ability to supervise lifeguard staff
4. Ability to prepare routine administrative paperwork
5. Knowledge of CPR and emergency first aide procedure
6. Have the ability to act as a 1st Responder in accordance with Pool EAP in case of emergency
7. Ability to follow routine verbal and written instructions
8. Knowledge of customer service standards and procedures
9. Knowledge of Computer applications, reservation system and data entry

Duties and Responsibilities:

Under general supervision of the Pool Manager on duty, ensures the safety of patrons and guests of Fanny Chapman Pool and provides communication and activity registration for members.

General:

1. Opens and closes facility as scheduled
2. Acts on any unsafe conditions.
3. Monitors compliance with social distancing and gathering guidelines
4. Responds to member and guest issues and complaints.
5. Records and reports all accidents and incidents by completing a written accident/incident report
6. Responsible for creating daily lifeguard schedules and rotations.
7. Responsible for checking and recording water chemistry and reporting any out of range values to Pool Manager.
8. Conducts deep water testing for youth under the age of 13 years.
9. Maintains constant surveillance of patrons in the facility; acts immediately and appropriately in accordance to the facility's **emergency action plan** (EAP) to insure the safety of patrons in the event of an emergency.
10. Provides emergency care as required until the arrival of emergency medical services
11. Presents a professional appearance and attitude at all time, and maintains a high standard of customer service on the pool deck and in the pool office.
12. Maintains an updated knowledge of Pool rules as they relate to patrons and guests
13. Assigns staff various cleaning and disinfecting duties as directed to maintain a clean and safe facility
14. Prepares and maintains appropriate administrative and activity reports as required
15. Performs miscellaneous job-related duties as assigned
16. Performs all job duties in compliance with Pool and Borough policies, procedures, and work rules

Job Description: **Assistant Manager (continued)**

Office:

1. Handles membership and program registration (waiver signature)
2. Access to the member reservation system to resolve member issues
3. Manages cash receipts and credit transactions
4. Manages telephone, walk-in and staff messaging and collection of forms
5. Gives tours of the facility/ answering questions
6. Does not allow guests to use the facility for the 2020 season
7. Member admittance to the facility
8. Handles basic first aide
9. Responds to emergencies in accordance to the facility EAP
10. Provides staff and patron communication and information
11. Issues and records member key tags

Supervision:

Reports to the Pool Manager on Duty