

MEMBERSHIP SERVICES JOB DESCRIPTION/POLICIES AND PROCEDURES

Job Title: **LifeGuard**

Job Code:

FLSA Status: Non Exempt

Start Date:

Reports to: Aquatics Director

YMCA MISSION: To put Christian Principles into practice through programs that build healthy spirit, mind and body for all.

YMCA AREAS OF FOCUS: Youth Development, Healthy Living, Social Responsibility

YMCA CHARACTER DEVELOPMENT: The core values that guide the YMCA in fulfilling the mission and goals are: Caring, Honesty, Respect, Responsibility

POSITION SUMMARY:

Delivers excellent service to all members, guests, and program participants. Responds to member and guest needs, promotes memberships and programs, and maintains cleanliness and organization of the Membership Services desk and lobby area.

****ESSENTIAL FUNCTIONS:**

1. Provides excellent service to members, guests, and program participants in the Y and on the phone, contributing to member retention.
2. Conduct interviews and/or tours responsive to the needs of prospective members; sells memberships.
3. Builds relationships with members; helps members connect with one another and the YMCA.
4. Handles and resolves membership concerns and informs supervisor of unusual situations or unresolved issues.
5. Applies all YMCA policies dealing with member services.
6. May hand out locker keys; may monitor the locker rooms as required. May monitor the building as required.
7. All other necessary duties assigned to contribute to the overall success of the Danville Family YMCA.
8. Maintains active surveillance of the pool area.
9. Knows/reviews all emergency procedures and responds to emergency situations immediately in accordance with YMCA policies, procedures, and the "safe-in-six" model. Completes related reports as required.
10. Maintains effective, positive relationships with the members, participants and other staff.
11. Knows, understands, and consistently applies safety rules, policies and guidelines for the pool and aquatic area. Maintains accurate records as required by the YMCA and/or the state Health Department code.
12. Performs equipment checks and ensures appropriate equipment is available as needed.
13. Checks the pool for hazardous conditions when arriving.
14. Performs chemical testing when not guarding, as required, and takes appropriate action.

15. Attends all staff meetings and in-service training.

SERVICE SKILLS:

1. Follow the staff dress code for position.
2. Greet members and guests.
3. Show interest in their concerns.
4. Know members' names and use them in their presence.
5. Ask "satisfaction questions" about program and service.
6. Listen to suggestions and respond promptly.
7. Address of complaints/concerns immediately.
8. Carry out other duties as assigned.
9. Be alert to safety factors and potential hazards.
10. Always look for ways to improve performance.
11. Emphasize fun, make the Y a happy place with positive relationships.
12. Use the 15, 10, 5 rule. Eye contact, smile, engage.

RELATIONSHIP SKILLS:

1. Make members feel comfortable and at ease.
2. Be open, friendly and approachable to members.
3. Initiate interaction with and between members.
4. Frequently ask if there is any way you can help.
5. Ask about family, job, hobbies, get to know personally.
6. Ask about their goals; progress, satisfaction.
7. Smile

QUALIFICATIONS:

1. Certifications required within 60 days of hire: CPR/AED, and First Aid.
2. Excellent interpersonal and problem solving skills.
3. Ability to relate effectively to diverse groups of people from all social and economic segments of the community
4. Previous customer service, sales or related experience.
5. Basic knowledge of computers.
6. Smileability
7. Minimum age of 16.
8. Certifications: CPR for the Professional Rescuer, AED, Basic First Aid and Emergency Oxygen.
9. Current YMCA Lifeguard or equivalent.
10. Ability to maintain certification-level of physical and mental readiness.

11. Must demonstrate lifeguard skills in accordance with YMCA standards.

Physical Demands:

1. Hear noises and distress signals in the aquatic environment, including in the water and anywhere around the zone of responsibility. Remain alert with no lapses of consciousness.
2. Meet strength and lifting requirements.
3. See and observe all sections of an assigned zone or area of responsibility.

EFFECT ON END RESULTS:

This position ensures that YMCA members, potential members, and facility guest receive great customer services.

- Demonstrate a friendly environment for all individuals entering the facility.
- High member satisfaction through clear communication of membership and program information.
- Retention of members

Name: _____

I have reviewed the above job description and agree to the terms herein.

Signature: _____ Date: _____

**Denotes essential functions of the job. The YMCA promotes an equal employment opportunity work place which includes reasonable accommodation of otherwise qualified disabled applicants and employees. Please see your manager should you have any questions about this policy or job duties.