

Position Summary – Pool Monitor

Under the supervision of the General Manager, the Swimming Pool Monitor has the responsibilities of maintaining order at the pool facility by preventing accidents through the enforcement of policies, rules, regulations, and ordinances governing the conduct of patrons. Monitors are also responsible for monitoring the pool facilities for potential hazards or unsafe conditions, custodial duties in maintaining the pool facilities, public relations, and all other duties as necessary or required. This position requires weekend and holiday work.

Essential Job Functions:

- Delivers and promotes prompt, courteous and friendly service to all members, guests and employees.
- Presents professional appearance and attitude at all times, and maintains a high standard of customer service.
- Document and reports all disciplinary problems and accidents to the Manager or Manager on Duty.
- Maintains constant surveillance of patrons in the facility; acts immediately and appropriately to secure the safety of patrons in the event of emergency and contacts emergency services and or Police department when necessary.
- Ability to react calmly and effectively in emergency situations.
- See that necessary precautions are observed to insure the health, safety, & welfare of Patrons.
- Enforce the Lake Forest Property Owners Swimming Pool rules and regulations and adhere to the policies of the facility.
- Remind patrons of pool rules when necessary in a polite, firm manner, and contact management if necessary.
- Maintain positive public relations at the swimming pool.
- Assists the Manager in every way necessary to keep the pool facility running smoothly.
- Custodial duties in maintaining a clean facility including but not limited to trash picked up in and outside of facility, and arranging pool furniture in designed layout floor plan.
- Inform the Manager or Manager on Duty when supplies are needed and if equipment needs repair.
- Report promptly at assigned time of duty and remain on duty status until the designated shift has been completed.
- Attend all scheduled staff meetings and trainings.
- Check all gates and doors at closing time.
- Other duties as deemed necessary or as required.

*The statements contained herein describe the scope of the responsibility and essential functions of this position, but should not be considered to be an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in

other areas to cover absences or relief to equalize peak work periods or otherwise balance the workload.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily and safely. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Please speak to your supervisor if you feel that you require an accommodation.

Education/Certificates/Licenses/Training

- High School Diploma/GED

Skills

- Ability to react calmly and effectively in emergency situations and contact designated authorities in accordance with General Manager's directions.
- Ability to communicate effectively with managers, guests and employees in a fast-paced environment.
- The ability to readily accept instructions from those in a supervisory capacity; to be able to accept constructive feedback; and to project good public relations.
- Ability to follow department policies and procedures and to concentrate on tasks in the presence of distractions.
- Must be able to resolve problems, answer questions and concerns of the patrons who may be dissatisfied with policies and procedures.
- Must be able to make decisions concerning enforcement of policies and rules and performing daily duties in the most efficient manner.
- Daily contact with the general public, co-workers, supervisory personnel, and other departments are expected as well as occasional contact with health department, inspectors and vendors.

Physical Requirements

While performing the duties of this job, the employee is regularly required to stand and talk or hear. The employee frequently is required to walk; use hands to finger, handle, or feel; reach with hands and arms; and climb or balance. The employee will be required to sit; stoop, kneel, and crouch. The employee must frequently lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.