

JOB POSTING – Cranberry Village

Job Title: **Lifeguard**
Status: **Part-time**

Posted: February 24, 2017

Closing date: March 3, 2017

POSITION SUMMARY:

PRINCIPAL DUTIES AND RESPONSIBILITIES:

The focus of this position is to oversee the health and safety and daily operations of the swimming pools and surrounding areas throughout the resort. This position reports directly to the Recreation Manager / Team Lead.

DUTIES INCLUDE:

1. Demonstrates through their own behaviour the 10 Commandments of our Service Culture Standards of Cranberry village in providing a fun and caring environment for our guests / members and fellow team members which in turn will create special memories.
2. Responds to guest complaints and resolves them in a way that ensures the guest will return again and ensures that every guest departs happy.
3. Maintains and delivers a “no compromise” attitude towards providing the highest possible level of Hospitality, Quality and Value to the guest.
4. Adheres to all mandatory written standards of operation, policies & procedures, manuals, oral instructions, employee handbook, collective agreement that are all in place at Cranberry Village.
5. Communicate in a professional manner, maintaining good relationships, listens and responds appropriately to our guests and fellow staff members
6. Actively work as part of a team.
7. Ensure that staff uniform and grooming standards are maintained on a daily basis.
8. Interact with all guests who enter the pool area and engage in brief and friendly conversation.
9. Maintain a constant visual of all guest(s) who are in the pool making sure safety rules are being adhered too.
10. Maintains safe and secure working conditions throughout all of the pool areas for the well-being of our guests and the protection of the pool area assets. Adheres to all Health & Safety policies and procedures.
11. Opens and closes the pool areas ensuring appropriate health, safety and presentation standards are adhered to following established procedures and checklists.
12. Stocking the pool area with clean and folded pool towels and dirty towels placed in the appropriate bins for laundry.
13. Cleaning duties throughout the shift including the pool area, change rooms, and surrounding areas.
14. Make sure all pool / hot tub equipment is clean and in working order.
15. Report any deficiencies and non-working equipment to the Recreation Manager, Team Lead or the Maintenance department.
16. Ensures that all appropriate paperwork is completed accurately and in a timely manner as outlined in the policies and procedures
17. Communicates effectively to the Recreation Manager regarding any areas of concern and guest complaints.
18. Additional cleaning duties as necessary and assigned by the Recreation Manager or Team Lead.
19. Generates ideas for continuous improvement within the department
20. Has a general knowledge of resort and facilities and programs
21. Must possess excellent interpersonal and organizational skills and have an strong ability to prioritize
22. May perform other duties as assigned.

QUALIFICATIONS

- High School diploma or working towards graduation
- Lifeguard Certification from an accredited organization (ie. Red Cross, etc)
- CPR / First Aid Certification
- Passion for cleanliness and attention to detail
- Possess good interpersonal and organizational skills and have a strong ability to prioritize.
- Good oral and written communication skills
- Excellent time management skills
- Must be able to maintain standards under variable conditions
- Professional attitude and appearance at all times

Please submit your application in writing to **HUMAN RESOURCES** prior to the closing date.

Cranberry Village is committed to supporting a culture of diversity and inclusiveness across the organization. We believe in equal opportunity and it is our priority to ensure a barrier-free recruitment and selection process. Should you require accommodation in relation to any of the materials or processes used during the recruitment and selection process, please notify Human Resources. Cranberry Village will make every effort to accommodate persons with disabilities in a timely, effective and suitable manner.