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FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

YMCA OF GREATER KALAMAZOO - JOB DESCRIPTION

Job Title: Aquatics Pool Monitor

Pay Rate: \$11.00-\$14.00/hour

POSITION SUMMARY:

The Pool Monitor is responsible for delivering excellent service to all members, guests, and program participants. Responsible for all pool activities. Responds to member and guest needs, promotes memberships and programs, and maintains cleanliness and organization of the pool area, including decks. Demonstrate our Y's core values of Caring, Honesty, Respect, Responsibility, Cause Driven, and Exceeding Customer Expectations.

ESSENTIAL FUNCTIONS:

1. Provides outstanding customer service to members, guests, and program participants, contributing to high member satisfaction and retention. (Responsibility, Exceeding Customer Expectations)
2. Sets a positive example by providing guidance for participants and ensuring the program area is safe. (Caring, Responsibility)
3. Builds relationships with members; helps members connect with one another and to the YMCA. (Caring, Cause Driven)
4. Handles and resolves membership concerns and informs supervisor of unusual situations or unresolved issues. (Exceeding Customer Expectations)
5. Ensure that the pools and hot tub equipment are properly cleaned and maintained with a focus on safety and function. (Responsibility, Caring, Exceeding Customer Expectations)
6. Perform pool water chemical tests as needed. (Caring, Responsibility)
7. Monitor locker rooms as directed by supervisor. (Responsibility)
8. Applies YMCA policies pertaining to member services. (Responsibility)
9. Assist with all emergency situations. (Responsibility, Caring)
10. Works with Lifeguards to maintain appropriate participant-to-staff ratio. (Honesty, Respect)
11. Assists Lifeguards in enforcing pool area rules. (Responsibility)

YMCA COMPETENCIES:

Mission Advancement: Accepts and demonstrates the Y's values. Demonstrates a desire to serve others and fulfill community needs. Recruits volunteers and builds effective, supportive, working relationships. Supports fundraising.

Collaboration: Works effectively with people of different backgrounds, abilities, opinions, and perceptions. Builds rapport and relates well to others. Seeks first to understand the other person's point of view and remains calm in challenging situations. Listens for understanding and meaning; speaks and writes effectively. Takes initiative to assist in developing others.

Operational Effectiveness: Makes sound judgments and transfers learning from one situation to another. Embraces new approaches and discovers ideas to create a better member experience.

Establishes goals, clarifies tasks, plans work, and actively participates in meetings. Follows budgeting policies and procedures - reports all financial irregularities immediately. Strives to meet or exceed goals and deliver a high-value experience for members.

Personal Growth: Pursues self-development that enhances job performance. Demonstrates an openness to change and seeks opportunities in the change process. Accurately assesses personal feelings, strengths and limitations and how they impact relationships. Has the functional and technical knowledge and skills required to perform well - uses best practices and demonstrates up-to-date knowledge and skills in technology.

QUALIFICATIONS:

1. Required certifications within 60 days of hire: CPR/AED, and First Aid.
2. Preferred one year of experience working in a recreation/supervisory role.
3. Excellent interpersonal and problem solving skills.
4. Ability to connect with people of diverse backgrounds.
5. Previous customer service, or related experience.

PHYSICAL DEMANDS:

Ability to perform all physical aspects of the position; including walking, standing, bending, reaching, and lifting.