

Valley Swim Club Employee Rules and Expectations

The Motto for VSC is Safety, Service, and a Smile.

General Conduct

- Promote safety among members and guests. Safety is your #1 concern.
- Employees are expected to be courteous, helpful, and trustworthy at all times. This includes treating all members, guests, and children with politeness and respect.
- Employees are expected to perform duties in a positive, knowledgeable, and helpful manner at all times.

Uniform

- All employees will wear Lifeguard swimming suits while on duty.
- Valley Staff shirts will be worn at all times when on duty. Shirts may be removed only while in the lifeguard stand. If you are guarding from the side, the staff shirt will be on.
- Do not wear large jewelry while on duty. Hair that is long enough to cover the nose and mouth when wet will be pulled back or fixed in such a way that it does not interfere with vision or breathing.

Duties

- Ensure the safety of members and guests at all times.
- Enforce pool rules and regulations in a courteous and confident manner.
- Never leave the pool unguarded.
- Be proactive in areas of safety. The best rescues are those that do not take place because you anticipate. Be aware of swimmer's abilities and do not let them into a situation where you will have to act.
- Maintain clean facilities. This includes, but is not limited to: the pool, deck, bathrooms, sandbox, volleyball court, snack shack, and grassy areas – the entire facility and grounds.
- Check in members and guests. Greet people as they enter and exit the facility. Introduce yourself to members as they enter.
- Register guests and maintain the 5 visit rule.
- Attend all required staff meetings.
- Sell concessions and operate the register correctly. Maintain inventory sheets.
- Answer the phone and take legible, detailed messages.
- Assist members with scheduling private parties.
- Arrange a substitute if unable to fulfill a shift for which you are scheduled. Failure to arrange a substitute will result in loss of pay equal to the hours for which you were originally scheduled.
- Prepare the pool for opening/closing.
- Fulfill any other duty as determined by the VSC Board, Manager, or Assistant Manager.

Expectations

- Arrive at least 5 minutes prior to scheduled start time.
- Maintain good personal hygiene and wear the proper uniform when on duty.
- While in the chair, remain alert at all times. Be proactive in assessing possible problems. Scan the pool regularly, including left to right as well as near to far.
- Follow through with all requests or corrections. Our authority is contingent on making sure that all members and guests comply with the rules. If a member or guest is not following your request, notify the Manager or Assistant Manager as soon as it is safe to do so.
- Guards on the pool do NOT carry on conversations with members or other staff. You may answer a question briefly, but politely inform the member that you must focus on the pool.
- Cell phones or other personal electronic devices are not allowed on the stand at any time.
- Staff parking is in the parking lot attached to Howbert Elementary. Staff on duty will not park in the

- pool lot or on the street adjacent to the facility. This includes staff on duty for swim lessons.
- Keep all certifications current.

Evaluations

- All employees will be evaluated by the Manger at mid-summer (mid-July) and at the end of the season.
- Employees who act unprofessionally or do not adhere to the Employee Rules and Expectations will be given a warning, disciplinary action report, or dismissed depending on the severity and reoccurrence of the infraction(s).
- Theft of any kind, including giving away food or eating food without paying, will result in disciplinary action.
- Violation of the Valley Swim Club Drug and Alcohol Free Workplace Policy will result in immediate termination of employment.

NAME (print): _____

DATE: _____

SIGNATURE: _____

My Signature indicates that I acknowledge the expectations and responsibilities of a Valley Swim Club staff member and understand these are required to maintain employment. I also agree that it is solely my responsibility to obtain a substitute if I am unable to fulfill any scheduled shift or lesson.

Assistant Manager Expectations and Responsibilities

Expectations

- Promote high standards among the staff by being an exemplar.
- Demonstrate professionalism and maturity when interacting with staff and members.
- Foster a positive and safe work environment.

Responsibilities

- Assume the responsibility for ensuring the safe operation of the pool when manager is absent.
- Act as point of contact for the manger.
- Make administrative decisions that are consistent with established procedures.
- Observe staff and provide evaluative feedback to the manager when requested.
- Perform opening and closing duties as necessary, including counting and storing money from the snack shack.
- Assist in scheduling as needed.
- Fulfill all lifeguarding responsibilities.