



**EASTERN MICHIGAN UNIVERSITY  
STUDENT RECREATION  
INTRAMURAL DEPARTMENT**

**LIFEGUARD**

**PAYRATE:** \$10.40

**BASIC FUNCTION**

The Certified Lifeguard is responsible for the safety of the patrons in both the Jones and Club pools. The Lifeguard will do this by enforcing Rec/IM policy for all patrons that enter the pools.

**REQUIREMENTS**

**Communication**

- Properly relay policy/procedures to patrons in a respectful manner
- Interact positively with supervisors and coworkers
- Seek out answers to questions and communicate prior to any problems
- Take direction/criticism well and deliver direction/criticism effectively

**Attitude**

- Must work well with others
- Have a positive demeanor and treat all people as individuals

**Customer Service**

- Acknowledge and confirm customer's need(s)
- Maintain professional appearance and display the appropriate REC/IM uniform
- Represent EMU positively
- Seek out positive, intentional interactions with the patrons and coworkers
- Provide patrons with information, promptly and accurately
- SMILE

**Performs Job Tasks**

- Clearly understand job expectations
- Be able to report to the shift on time and report any shift adjustments in a timely manner
- Have a willingness to cover for a coworker when possible and complete the trade on *whentowork.com* software
- Handle emergencies/crisis calmly and efficiently
- Be able to understand and perform all policies and procedures

**DUTIES**

- Meet Eastern Michigan University requirements for student employment on campus
- Learn, comprehend, and practice all policies and regulations of the REC/IM pools
- Ensure safety of swimmers in the pool areas
- Comprehend and enforce child policy
- Perform light maintenance upkeep by keeping the pool deck, tables, and lounging area clean and orderly
- Conduct head counts each hour and properly fill out the forms
- Remain informed of new issues and concerns by reading information in direct emails sent to your *my.emich* and *WhenToWork* accounts daily
- Act as a liaison between patrons and the department

- Attend all posted mandatory training and staff meetings
- Honor contracted schedule of hours by adhering to all attendance policies, as stated in the REC/IM Student Employee Handbook. It is the responsibility of the individual to find a substitute to cover a shift that he/she/they cannot work
- Responsible for information in the Membership Handbook and Student Employee Handbook
- Report to work 10 minutes prior to shift changes, to receive special instructions
- Agree to stay off personal cell phones and other electronics while on duty

### **SUPERVISION RECEIVED**

Supervision is received from the Assistant Director and the Aquatics Coordinator.

### **QUALIFICATIONS**

Lifeguard certification is required. Basic Life Support certification required or willingness to become certified.