



## LIFEGUARD/SWIM INSTRUCTOR Part-time Student Position Trent Athletics & Recreation Department

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| <b>Supervisor:</b>    | Aquatic Guest Experience Agents                                     |
| <b>Hours of Work:</b> | Min. 2 shifts per week (10 hrs/week). Weekend Availability Required |
| <b>Term:</b>          | August 2020 to December 31, 2020                                    |
| <b>Rate of Pay:</b>   | \$14.00 per hour  |

**Trent Work Study Eligibility:** Students receiving OSAP and who meet eligibility under the Trent Work Study Program (TWSP), will be given priority consideration for this position, for all fall/winter position. TWSP eligibility is not applicable for May-August. However all students are encouraged to apply. **For TWSP eligibility requirements, please visit the Financial Aid website at <http://trentu.ca/financialaid/work.php>.** Please indicate on your Cover Letter whether you are TWSP approved.

### ABOUT TRENT ATHLETICS & RECREATION:

Dedicated to excellence, Trent Athletics & Recreation is committed to providing opportunities for Trent students and the community at large to become involved in a wide range of recreational, sport and leadership activities, at all levels, with the objective of encouraging and developing a healthy lifestyle.

### ABOUT THE POSITION:

The Athletics Department is a vibrant and energetic place. We are looking for Lifeguard/Instructors to join our Aquatics Centre team, who are **passionate about delivering an exceptional guest experience** to Trent students and members of the community. Working as a Lifeguard/Instructor with Trent Athletics provides you with an opportunity to learn and develop skills that you can take forward to future employment.

This position has been updated to include new responsibilities, beginning Fall 2020, with attention to health and safety for all members of our campus community, while ensuring high quality teaching, learning and research, and the long-term resilience and vitality of Trent and our local communities.

### Responsibilities:

- Ensure that Trent students and community members receive an outstanding customer service experience by providing a friendly and welcoming environment. This includes proactively greeting every individual and maintaining knowledge of programs, services, and processes.
- Respond to student/member inquiries and provide education and support on new reopening protocols, including: online workout booking system; wayfinding and traffic flow with the Athletics Centre; cleaning protocols; and physical distancing.



- Maintain a safe aquatic environment at all times, educating participants regarding safe swimming habits, upholding pool and facility safety standards for all individuals using the facilities.
- Maintain the aesthetic quality of the Athletics Centre and ensure the pool deck is clean and free of clutter at all times; keep guard office neat and clean; perform washroom and change room checks and do spot cleaning as needed. Clean and sanitize exercise equipment and associated touchpoints. Use cleaning and sanitizing materials in accordance with University health and safety policies.
- Conduct pool tests and record results according to departmental protocol, and communicate abnormal results with supervisors. Maintain a log of daily pool procedures.
- Initiate emergency procedures and respond to situations requiring first aid within the Aquatics Centre and facility as a whole. Write incident reports when required.
- Deliver high quality swim lessons by planning, organizing, and teaching class outlines, based on Lifesaving Society standards. Completes and submits records and documentation of completed classes and writes progress reports for lessons
- Adapt teaching approach to match the experience and abilities of participants and regularly communicate with parents regarding their child's progress.
- Follow up on student/member questions to ensure that issues are resolved in a timely and professional manner.
- Review and perform daily on-shift task checklist and proactively carry out those tasks.
- Help organize and assist in the development of special programs, activities or instruction.
- Share innovative ideas and suggestions to help improve team performance.
- Stay informed about new information regarding the pool/pool programs/training sessions, ensure qualifications remain up-to-date.
- Comply with all Trent University and Athletics & Recreation Department policies and processes (including dress code) and participate in all mandatory training.

**Minimum Skills & Qualifications:**

- Must be a Trent student. Priority consideration will be given to students receiving OSAP and who are eligible for the Trent Work Study Program, however, all students are encouraged to apply.
- Current National Lifeguard Service Award (NLS) required
- Current Lifesaving Society Swim Instructors Awards required
- Current Standard First Aid and CPR C certification required
- Minimum 2 years' lifeguarding and instructing experience
- High level of responsibility and professionalism
- Exceptional communication and customer service skills/experience
- Ability to adapt and problem-solve on a daily basis
- Flexible schedule (includes early mornings, days, evenings and weekends)



- Self-motivated, punctual and reliable

**Training Required** – All training must be complete prior to starting first shift and the cost of training is the responsibility of employee.

- Police Record Check
- First Aid/CPR and AED
- Ministry of Labour Health and Safety Worker Awareness Training
- Workplace Violence and Harassment Training
- WHMIS (Workplace Hazardous Materials Information System Training)
- AODA Customer Service Training
- AODA – Integrated Accessibility Standards Regulation Training
- Information Security and Privacy Training
- Concussion Awareness Training
- Trent University COVID Training

**To Apply:**

All applications must include a cover letter, resume and a copy of your current certifications that can be e-mailed to [aquatics@trentu.ca](mailto:aquatics@trentu.ca) (*Microsoft Word or Adobe PDF*). Please note your full name and the position title in the subject line of your e-mail (i.e. First and Last Name – Position Title).

**Trent University is actively committed to creating a diverse and inclusive campus community and encourages applications from all qualified candidates. Trent University offers accommodation for applicants with disabilities in its recruitment processes. If you require accommodation during the recruitment process or require an accessible version of a document/publication please contact [aquatics@trentu.ca](mailto:aquatics@trentu.ca).**

*While Trent Athletics & Recreation Department appreciates all applications, only those applicants considered for an interview will be contacted.*