

Job Description

Job Title: Seasonal Summer Head Lifeguard

Classification: Hourly Seasonal

Supervisor: Operations Manager

Job Summary: Responsible for overseeing the safe operation of water experiences, guest surveillance, ensuring guest safety, and delivering exemplary guest service. Assists operations leadership team with daily operation of the outdoor Water Based Family Recreation Destination.

Responsibilities:

- Execute the lead role in an Emergency Action Plan.
- Oversee daily patrol/rotation schedule and ensures daily staffing levels are adjusted according to attendance. Maintains operational data and safety checklists.
- Monitor radio traffic (or ensure designated Lifeguard is always doing so) and ensure that proper protocol is followed by all Lifeguards.
- Develop daily/weekly PT in-service training and ensure Lifeguards are compliant with completion of such.
- Ensure incident / first aid reports are filled out completely and are appropriately filed.
- Ensures the proper use of safety practices and procedures while surveilling the lake in water depths up to twenty (20) feet. Safely evacuate the lake in accordance to operating procedures.
- Administer first-aid, participate in active rescues, and summon Police/EMS/Fire when necessary.
- Responsible for the consistent execution of guest service, operational standards and motivating lifeguards to safely deliver exemplary experiences. Coaches and documents performance.
- Monitors and tracks operating supplies and inventories. Ensures all areas' products are properly stocked.
- Monitors and reports deficiencies in quality and facilities.
- Aids in the dissemination of general company or venue specific forms of communication.
- Resolves the needs of the guests and team members.
- Assists with staff training programs.
- Welcome and greet guests, screen for requirements and special needs. Provide experience information to guests.
- Performing proper inspection of the inflatables prior to park open to ensure show quality and proper working conditions, which includes being submerged in the water.
- Cleaning of the inflatables and rental equipment.
- Properly issues and receives back equipment rental items. Conduct daily inventory of all items available for rental.
- Assist with secondary beach functions such as sand removal, trash pickup, and any other tasks set forth by the leadership team.
- Be extremely familiar with names or jargon used to describe inflatable parts, locations on the beach and the beach entrance identification system.
- Maintain a clean and safe work environment. Constantly monitor immediate area and surroundings for trash and debris and assist in its removal as needed.
- Performing other duties as assigned.

Qualifications

- Must be at least 18 years old and obtain Lifeguard Waterfront certification, CPR, First Aid, and AED through an accredited program.
- Lifeguard experience required.
- Lifeguard Instructor certification preferred.
- Must be professional, energetic, self-motivated, and have a positive attitude!
- Must demonstrate physical competence by:
 - Completing a 500-meter swim in less than 10 minutes (must be achieved without stopping/resting)
 - Completing a sprint swim of 50 meters in less than 30 seconds
 - Completing an underwater ring retrieval (3 weighted rings, spaced 10'-15' apart, candidate must retrieve all 3 rings before surfacing)
 - Completing a 6-minute tread water exercise (4 minutes with the use of hands, 2 minutes without)
 - Complete a single victim rescue and demonstrate proper rescue techniques (untimed)
- Must be able to work in a fast pace environment and move equipment pertaining to the experiences.
- Ability to make quick decisions, recognize, respond to, and extract an individual in distress.
- Must be able to communicate via whistle and distinguish hand signals at up to 50 feet away.
- Responsible for evacuating the lake and assisting guests through various evacuation methods.
- Must be able to work in an environment with loud noises.
- Must be able to read, write, communicate, and follow safety instructions and procedures. Required to follow an Operations manual.
- Ability to be flexible with work schedule, including nights, weekends, and holidays.
- Strong Customer Service orientation.

Additional Information

- WhoaZone is an equal opportunity employer.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Job Description

Job Title: Beach Assistant Manager

Classification: Hourly Seasonal – Spring/Summer 2024

Supervisor: General Manager

Job Summary: Responsible for overseeing the safe operation of beach experiences, guest surveillance, ensuring guest safety, and delivering exemplary guest service. Assists Guest Services Manager with leadership of daily operation for the outdoor Water Based Family Recreation Destination, focusing on leading the beach and lifeguard teams.

Responsibilities:

- Oversee daily patrol/rotation schedule for the beach & inflatable aqua park while ensuring daily staffing levels are adjusted according to attendance.
- Maintains operational data and safety checklists.
- Monitor radio traffic (or ensure designated Lifeguard is always doing so) and ensure that proper protocol is followed by all Lifeguards.
- Develop daily/weekly PT in-service training and ensure Lifeguards are compliant with completion of such.
- Ensure incident / first aid reports are filled out completely and are appropriately filed.
- Ensures the proper use of safety practices and procedures while surveilling the lake in water depths up to twenty (20) feet. Safely evacuate the lake in accordance to operating procedures.
- Administer first-aid, participate in active rescues, and summon Police/EMS/Fire when necessary.
- Responsible for the consistent execution of guest service, operational standards and motivating lifeguards and beach team to safely deliver exemplary experiences. Coaches and documents performance.
- Monitors and tracks operating supplies and inventories. Ensures all areas' products are properly stocked.
- Monitors and reports deficiencies in quality and facilities.
- Aids in the dissemination of general company or venue specific forms of communication.
- Resolves the needs of the guests and team members.
- Assists with staff training programs.
- Welcome and greet guests, screen for requirements and special needs. Provide experience information to guests.
- Performing proper inspection of the inflatables prior to park open to ensure show quality and proper working conditions, which includes being submerged in the water.
- Cleaning of the inflatables and rental equipment.
- Properly issues and receives back equipment rental items. Conduct daily inventory of all items available for rental.
- Assist with secondary beach functions such as sand removal, trash pickup, and any other tasks set forth by the leadership team.
- Be extremely familiar with names or jargon used to describe inflatable parts, locations on the beach and the beach entrance identification system.
- Maintain a clean and safe work environment. Constantly monitor immediate area and surroundings for trash and debris and assist in its removal as needed.
- Performing other duties as assigned.

Qualifications

- Must be at least 18 years old and obtain First Aid/CPR Certification.
- Lifeguarding experience preferred.
- Must be professional, energetic, self-motivated, and have a positive attitude!
- Must be able to work in a fast-paced environment and move equipment pertaining to the experiences.
- Ability to make quick decisions, recognize, respond to, and extract an individual in distress.
- Must be able to communicate via whistle and distinguish hand signals at up to 50 feet away.
- Responsible for evacuating the lake and assisting guests through various evacuation methods.
- Must be able to work in an environment with loud noises.
- Must be able to work in an outdoor environment for extended periods of time, standing and moving consistently.
- Must be able to read, write, communicate, and follow safety instructions and procedures. Required to follow an Operations manual.
- Ability to be flexible with work schedule, including nights, weekends, and holidays.
- Strong Customer Service orientation.

Additional Information

- WhoaZone is an equal opportunity employer.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.