

Aquatic Leader

Hollyburn Country Club, located in West Vancouver, is a private family Club that provides its members with an exclusive hub for activity, sport, dining, entertainment, socialization and business.

Job Snapshot

Employment Type:	Part-time
Benefits:	Yes*
Reports to:	Sam Cato – Aquatics Supervisor
Date Posted:	August 21 st , 2018
Location:	Hollyburn Country Club, 950 Cross Creek Road, West Vancouver, BC

ROLE RESPONSIBILITIES:

Customer Service

- Ensure that all members and guests receive courteous, prompt, and professional attention to their needs
- Possess the Club's three core values: be *Powered ON* or energized at all times; display a *Service First* attitude (excellent customer service skills); and able to create FOMO (the fear of missing out) in daily interactions with Club members, guests, and staff
- Display evidence of the following key characteristics required for optimal delivery of customer service to members, guests, and staff: (1) enthusiasm, (2) teamwork, (3) initiative, (4) adaptability, (5) empathy, and (6) accountability
- Go above and beyond to demonstrate awareness and understanding of Hollyburn's aim to deliver exceptional service to its members (introduce new programs to meet service needs)

Management of Aquatics Centre

- Supervision of the Aquatic Centre over weekends while management is not on-site
- Ensure safety and cleanliness of Aquatics Centre and equipment
- Attend a bi-weekly meeting with management and other Aquatic Leaders

First Aid and Occupational Safety

- Primary responder to all staff first aid calls
- Ensure members and staff receive the best possible first aid treatment
- Ensure proper documentation of all incidents

Staff Development

- Ensure all lessons are delivered to the highest standard through lesson supervising
- Assist with staff development through quick checks, lesson supervising, and in-service planning
- Assist with screenings and orientation to hire new staff

ROLE REQUIREMENTS:

- Must have the following certifications:
 - National Lifeguard Service (current within 2 years)
 - Red Cross Water Safety Instructor (current within 2 years)
 - Lifesaving Instructor (current within 2 years)
 - Standard First Aid (current within 2 years)
 - CPR-C/AED (current within 1 year)
 - Occupational First Aid Level 2 (current within 3 years)
- Must be experienced in lifeguarding, first aid treatment and instruction of swim lessons and lifesaving programs
- Must maintain excellent communication, customer service and interpersonal skills; able to handle interactions with a wide range of personality types; strong ability to build relationships with members, guests and coworkers
- Able to remain composed and professional in an emergency or in stressful situations

STAFF BENEFITS:

- Competitive wages & extended health benefits*
- On-duty staff meals (taxable benefit for full-time and part-time employees only)
- Free on-site parking
- Rewards and recognition programs
- Development and educational opportunities
- Career advancement opportunities
- Seasonal staff team building events & activities
- Exclusive access to *Facebook At Work*®, our new internal communication tool for HCC Staff
- Staff discount in the Sports Boutique

**PT and FT staff eligible for benefits after passing 3-month probationary review*

Sounds like Hollyburn Country Club will be a great fit for you?

Apply today! Please send your cover letter and resume to Sam Cato at SCato@hollyburn.org

**No phone calls please. Only shortlisted candidates will be contacted.*

Thank you for your time --- We look forward to hearing from you!

Sincerely,