

2024 Glen Oaks Crew Member Expectations

Lifeguard Duties:

- If serving as a lifeguard your primary job is ALWAYS the safety of our members. If anyone is in the pool, a lifeguard must be watching.
- Lifeguards should limit social interaction with guests and other staff while guarding the pool.
- If there is only one lifeguard on duty, the lifeguarding shift is 45 minutes at the top of every hour. Pool will be completely cleared and closed for 15 minutes, so the lifeguard can attend to other duties and/or take their break.

Crew Member Duties:

- When not serving as a lifeguard, crew members are responsible for the snack bar, cleanliness of the club, and assisting members as needed.
- When working the snack bar and not getting product or cleaning, sit readily visible in front of the service window.
- Check locker rooms and restrooms for supplies and cleanliness every half hour.
- Check and empty garbage cans (as needed) every half hour.
- No personal texting, social media, or phone calls while on duty.
- No wearing of earbuds/headphones while on duty.
- You are encouraged (but not required) to carry your cell phone on you at all times for emergency purposes.
- Adhere to all written policies, procedures, and signage.
- Follow directions from management and board members.
- Make sure that the GO facility always looks clean and inviting.
- Sign off on any checklists that apply to your shift and communicate with manager if any items are unable to be completed.

Dress Code and Equipment:

- Wear a Glen Oaks uniform shirt when on duty and change or cover uniform shirt when off duty at the club.
- Lifeguards: have all gear with you (uniform, whistle, CPR Mask, gloves, lifeguard fanny pack).

Scheduling and Timeliness:

- It is acceptable to arrive 10 to 15 minutes before your shift.
- Fill out timecard. (Do NOT punch in prior to 5 minutes before shift).
- Submit all scheduling conflicts as early as possible.
- Find a replacement if a last-minute scheduling conflict occurs.

Attitude and Behavior:

- Always be on your best professional behavior while maintaining the warm, friendly, and hospitable climate of Glen Oaks Swim and Racket Club.