



DIVISION OF STUDENT AFFAIRS

## Aquatics Specialist

**Job Title:** Aquatics Specialist

**Hourly Pay Rate:** \$8.25

### Job Summary

Aquatic Specialists are responsible for monitoring all activities within the McHugh Natatorium at Clemson University, ensuring safety and cleanliness of aquatic equipment, seating areas, and pool deck. Aquatic Specialists provide excellent customer service and enforce facility policies. Additionally, there are opportunities for Aquatic Specialists to instruct aqua group fitness classes. Aquatic Specialists are required to hold a current lifeguard certification that includes professional rescuer level CPR, AED, and First-Aid or higher at time of application.

### Employee Expectations

Aquatic Specialists will demonstrate outstanding customer service and high levels of professionalism. Aquatic Specialists are expected to be mentally, physically, and emotionally prepared at all times to perform their job duties. Aquatic Specialists shall demonstrate a willingness to positively interact with patrons as well as other student staff members in the department.

### Qualifications / Certifications

- Previous experience working in customer service preferred
- Available for 3 to 6 shifts or 6-12 hours per week, including university breaks
- Must hold a current certification in Lifeguarding (American Red Cross or comparable)
- Personal characteristics including: positive attitude, outgoing personality, attention to detail, and strong work ethic
- Perform some tasks that require physical labor, including performing patron rescues and general facility cleaning and maintenance

### General Job Responsibilities

- Consistently uphold all Campus Recreation department policies and procedures for participants and maintain employee expectations
- Attend all staff trainings, meetings, in-services, and shifts as scheduled
- Maintain up-to-date availability on employee scheduling software
- Remain visible and approachable to patrons whom have questions, concerns, and/or complaints and practice effective communication and conflict resolution
- Respond to emergencies and assist Recreation Supervisor to secure the building in the case of a facility-wide emergency
- Be alert to disorders, injuries, and inappropriate behavior and respond as trained or report to supervisor accordingly
- Demonstrate commitment to excellence, service, and professional appearance standards
- Maintain an accurate inventory of all equipment and cleaning supplies and report equipment needs supervisor(s)
- Check exterior doors, ensure safety and cleanliness of natatorium, restrooms/locker rooms, and sauna and steam room

- Document facility equipment and risk management issues
- Respond to patron and special event requests for equipment set-up and break-down
- Ensure equipment storage areas are neat and organized
- Complete all cleaning responsibilities and shift checklists
- Strive to obtain personal, professional, and departmental goals
- Check e-mail daily for departmental and staff updates and respond in a timely manner
- Complete semester evaluations and staff quizzes and/or surveys
- Other duties as assigned