



## **Lifeguard (Seasonal)**

### **About Us**

Highland Pines is one of the finest seasonal and overnight campgrounds in Ontario, offering seasonal camping for trailers, overnight RV camping, as well as lakeside cabin rentals. Located on the shores of scenic Lake Belwood, outside Fergus, our campgrounds are easily accessible from anywhere in the GTA. We offer world-class facilities and amenities for over 800 campsites located on 350 acres of land.

### **Job Summary**

The Lifeguard position, under the direction of the Head of Maintenance, will primarily be responsible to operate the Phase 2 outdoor pool at Highland Pines Campground. Customer inquiries and complaints will need to be addressed in a professional manner at all times. This position will ensure that customers are satisfied with the care and safety at the Phase 2 outdoor pool. The Lifeguard must possess a valid NLS (National Lifeguard Saving) certification, valid First Aid and CPR certificates and excellent customer.

### **Summary of Responsibilities**

- Ensure that every customer is safe to swim in our pool and enjoys the experience
- Always maintain professionalism, tact, diplomacy, and sensitivity to portray the company in a positive manner
- Greet customers and discuss level of lessons before entering the pool
- Proactively attend to customer complaints in a professional manner
- Handle customer complaints as they arise, escalating to the appropriate individual as deemed necessary
- Maintain a high level of customer service
- Adapt communication style in order to deliver information effectively to a range of individuals

### **Job Requirements and Qualifications**

- Valid NLS certification (National Life Saving)
- Valid First Aid & CPR certifications
- Ability to deal with people sensitively, tactfully, diplomatically, and professionally at all times
- Ability to effectively communicate both verbally and in writing
- Demonstrated time management skills
- Ability to work individually as well as part of a team

### **Competencies**

- Client/Customer Focus
- Communication
- Professionalism
- Teamwork

## **Work Conditions**

- Flexible hours including nights, weekends, and holidays
- Interaction with customers/clients, and the public at large
- Must be able and willing to work in adverse weather conditions

Highland Pines Campground offers competitive compensation and career advancement opportunities.

Highland Pines Campground strives to ensure that our employment practices are free from direct and indirect discrimination and is committed to upholding the human rights of those participating in the hiring process. In pursuit of this commitment, Highland Pines Campground will not condone or tolerate any acts of discrimination or harassment under any of the grounds protected under human rights legislation. This commitment extends to the hiring process and throughout the course of employment.

Qualified applicants should contact **Human Resources** at [jobs@highlandpines.com](mailto:jobs@highlandpines.com)

For more information, please visit our website at [www.highlandpines.com](http://www.highlandpines.com)