



EMS Beach Lifeguard Operations Manager

City of Virginia Beach – Job Description

Department of Emergency Medical Services

Date of Last Revision: **12/16/2019**

FLSA Status: Non-Exempt

Pay Plan: Hourly

Grade: N/A

City of Virginia Beach Organizational Mission & Values

The City of Virginia Beach exists to enhance the economic, educational, social and physical quality of the community and provide sustainable municipal services which are valued by its citizens. The City of Virginia Beach organization is based upon a belief in the democratic process of government. This belief provides meaningful ways for citizens, reflecting the diversity of our City, to contribute to the development of public policy. This process is enhanced by organizational values which guide member performance within the Virginia Beach Quality Service System. These Values define our desired organizational culture. We value quality customer service; teamwork; leadership and learning; integrity; commitment; and inclusion and diversity.

Class Summary

The Beach Lifeguard Operations Manager will: exercise tact, fitness, and good judgment in performance of duties; have a comprehensive knowledge of the policies, procedures, and methods of proactive and reactive ocean safety, ocean lifeguarding, EMS, and customer service; monitor weather, surf, and ocean conditions for the Sandbridge community and make adjustments to daily operations plans accordingly; coordinate the daily activities of and monitor, train, and mentor a team of supervisors/lifeguards; safely operate approved beach and ocean EMS vehicles and equipment and ensure their proper working condition; comprehend the City and Department structure and ensure adherence to policies and procedures; demonstrate a comprehensive understanding of the City's beach ordinances, laws, regulations, and communicate the same to supervisors, lifeguards, and the general public; demonstrate comprehensive understanding of the skills used in approved water rescue methods, ocean swimming, lifesaving, and EMS care; have the ability to maintain control and assume command under stressful situations; demonstrate the ability to develop and maintain effective communications and relationships with all departments and agencies involved in the activities of the job; be familiar with the Sandbridge community and understanding of the varying levels of competency that beachgoers have with the ocean waters; perform the duties necessary to promote the safety and welfare of the general public; to react quickly and calmly in dangerous and emergency situations; utilize independent judgment and discretion as necessary in the performance of routine and non-routine activities; be accurate in telecommunications and EMS radio equipment operation.

Representative Work Functions and Responsibilities

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Performance Standards

The Beach Lifeguard Operations Manager maintains control of, and takes command of, beach rescue scenes; maintains high standards of subordinates' activities through training, exercises, mentoring, and evaluation; exercises immediate actions to identify, communicate, and correct any unsafe condition that occurs in areas of responsibility, reporting and documenting such conditions to the assigned EMS Program Manager; fosters and maintains high quality communication and interfaces with all City departments and divisions, co-workers, and the general public; educates supervisors, lifeguards, and the public on City beach ordinances, as well as safe beach and ocean practices; arrives at work at scheduled locations and times ready to perform duties and adheres to City and Department policies; maintains an enthusiastic, self-reliant, and self-starting approach to meet job responsibilities and accountabilities; accepts management plans and effects direction to achieve the goals and objectives of same; contributes to maintaining high morale among all employees; tactfully and effectively handles requests, suggestions, and complaints in order to establish and maintain goodwill; demonstrates a

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Minimum Qualifications

- 21 years of age or older
- Valid Virginia or North Carolina driver's license, HS diploma, or GED
- 5 summers documented experience in ocean lifeguarding
- 3 summers documented experience as supervisor in ocean lifeguarding
- 1,000 hours of documented ocean lifeguarding experience
- Current CPR certification meeting the standard of BLS Healthcare Provider
- Current Virginia EMT certification
- Completion of an EVOC program
- Completion of a Virginia approved boating education safety course
- Successful completion of an approved USLA course
- Must successfully pass pre-employment endurance and USLA skills testing
- Demonstrates an ability to swim 500 meters (550 yards), without equipment that enhances buoyancy or propulsion, over a measured course, in ten minutes or less.

- Possesses adequate vision, hearing acuity, physical ability and stamina to perform the duties of an open water lifeguard as documented by a medical doctor, or the doctor's designated physician's assistant or ARNP (advanced registered Nurse Practitioner).

Preferences

- Experience in EMS
- Released to general supervision as an ALS provider in TEMS
- Paramedic certification

Special Requirements

All employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies.

Additional specific requirements will be determined and communicated by the employee's supervisor based on position assigned.

This position is designated as a safety sensitive position and be subject to mandatory drug testing. Positive drug test results may result in counseling and/or discipline, up to and including, termination.

Knowledge-Skills-Abilities Required to Perform Satisfactorily

A. Knowledge

1. Comprehensive knowledge of beach lifeguard services
2. Comprehensive knowledge of laws, regulations, and ordinances pertaining to beach regulations
3. Comprehensive knowledge of ocean rescue techniques
4. Comprehensive knowledge of local EMS system
5. Comprehensive knowledge of the City's beach and ocean topography and areas
6. Knowledge of techniques used in classroom instruction and delivery of programs
7. Comprehensive knowledge of City and Department policies and procedures
8. Knowledge of effective supervisory and coaching models and techniques
9. Comprehensive knowledge of United States Lifesaving Association Manual and Training Program

B. Skills

1. Skilled in performing duties required of a USLA certified lifeguard
2. Skilled in the use of tools and adjuncts associated with ocean lifeguard/rescue responses
3. Skilled in the accurate check-off and maintenance of assigned equipment
4. Skilled in ocean swimming techniques and rescue techniques

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5. Skilled in the accurate completion of written reports and forms
6. Skilled in working well with people in a variety of situations
7. Skilled in working with career and volunteer emergency personnel
8. Skilled in using independent judgment in making emergency rescue decisions
9. Skilled in performing duties of a Virginia certified Emergency Medical Technician
10. Skilled in safely operating light duty emergency vehicles, ATVs, PWC and trailers

C. Abilities

1. Ability to work well with others, including during high stress events
2. Ability to establish and maintain cooperative relationships
3. Ability to work with and support emergency personnel in the accomplishment of their mission
4. Ability to work in stressful situations
5. Ability to follow oral and written orders
6. Ability to communicate effectively, both orally and in writing
7. Ability to design and effect training programs and drills
8. Ability to lift 50 or more pounds
9. Ability to work in extreme weather environments
10. Ability to effectively utilize the lifeguard, rescue, and medical equipment provided

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11. Ability to perform the duties of a Beach Lifeguard Operations Manager
12. Ability to lead, coach, and train staff

The below stated working conditions are intended to provide a general overview of the environmental conditions inherent in the job setting, as well as the physical, mental, and sensory requirements necessary to perform the essential functions of positions in the noted job title. A more detailed description will be made available at the position (PCN) level.

NOTE: Per HR Policy 6.19, Americans with Disabilities, the City follows the requirements of the Americans with Disabilities Act (ADA) in all hiring and employment decisions. The City shall not discriminate on the basis of disability in its hiring and employment practices. The City shall make reasonable accommodations for the known physical or mental limitations of a qualified applicant or employee with a disability upon request unless the accommodation would cause an undue hardship on the operation of the City's business.

Physical Requirements: *Physical refers to the requirement for physical exertion and coordination of limb and body movement.*

The greater part of this position requires field work which requires a moderate amount of walking and must have the ability to occasionally twist, turn, push, pull, bend, crawl, crouch, stoop, kneel and climb. The office work portion of this position requires sedentary work that involves walking or standing some of the time and involves exerting up to 60 pounds of force on a regular and recurring basis and routine keyboard operations.

Mental Requirements: *Mental refers to the degree that the job involves cognitive activities, and use of mental processes*

Performs technical tasks requiring a wide range of procedures and requiring intensive understanding of a restricted field or complete familiarity with the functions of a unit or small division of an operating agency; requires normal attention with short periods of concentration for accurate results or occasional exposure to unusual pressure.

Environmental Conditions: *Environmental refers to job conditions inherent to the job setting, including those that may lead to injury or health hazards even though precautions have been taken.*

The job may risk exposure to bright/dim light, dusts and pollen, all weather conditions including extreme heat and/or cold, wet or humid conditions, extreme noise levels, animals/wildlife, vibration, fumes and/or noxious odors, traffic, moving machinery, electrical shock, and heights.

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Sensory Requirements: *Sensory refers to hearing, sight, touch, taste, and smell required by the job.*

The job requires normal visual acuity, field of vision, hearing, speaking, color perception, sense of smell, depth perception, and texture perception.

Originated
03/02/2017

Revised
12/16/2019

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