

**CITY OF MERRIAM, KANSAS  
AQUATIC CENTER  
EMPLOYEE HANDBOOK**

# CITY OF MERRIAM AQUATIC CENTER EMPLOYEE HANDBOOK

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# **INTRODUCTION / MISSION STATEMENT**

## **I. INTRODUCTION/MISSION STATEMENT**

Welcome to Team Merriam! We are excited that you have chosen to be a part of a team that provides a family-fun filled facility and hope you will enjoy the challenges that accompany being part of the team that keeps Merriam functioning smoothly and effectively. The Aquatic Center is an enjoyable place to work, but our first concern is to build a tradition of service to those who use our aquatic center.

In order for our Aquatic Center to function properly, it must be operated with the highest degree of safety and efficiency. Our citizens will look to you to provide excellent customer service in a professional manner, while still maintaining an enjoyable atmosphere for them to swim and play.

This manual is provided so that you may better perform the duties and responsibilities you have accepted. The manual cannot and does not provide all the answers to problems you may encounter. It does outline the general policies under which you will be expected to function, but there is no substitute for the use of good judgment and diplomacy in handling many situations. Your management staff will always be available to assist you when you have questions or need support. Situations or concerns are best solved when they are discussed openly and before they become problems.

Let's all make this a great summer by working together!

Amy McClure  
Aquatic Center Manager

Anna Slocum  
Director of Parks and Recreation

## **MISSION STATEMENT**

The mission of the Merriam Parks and Recreation department is to provide first class facilities and parks, and enhance the quality of life for all residents and visitors through education, recreation, and cultural opportunities.

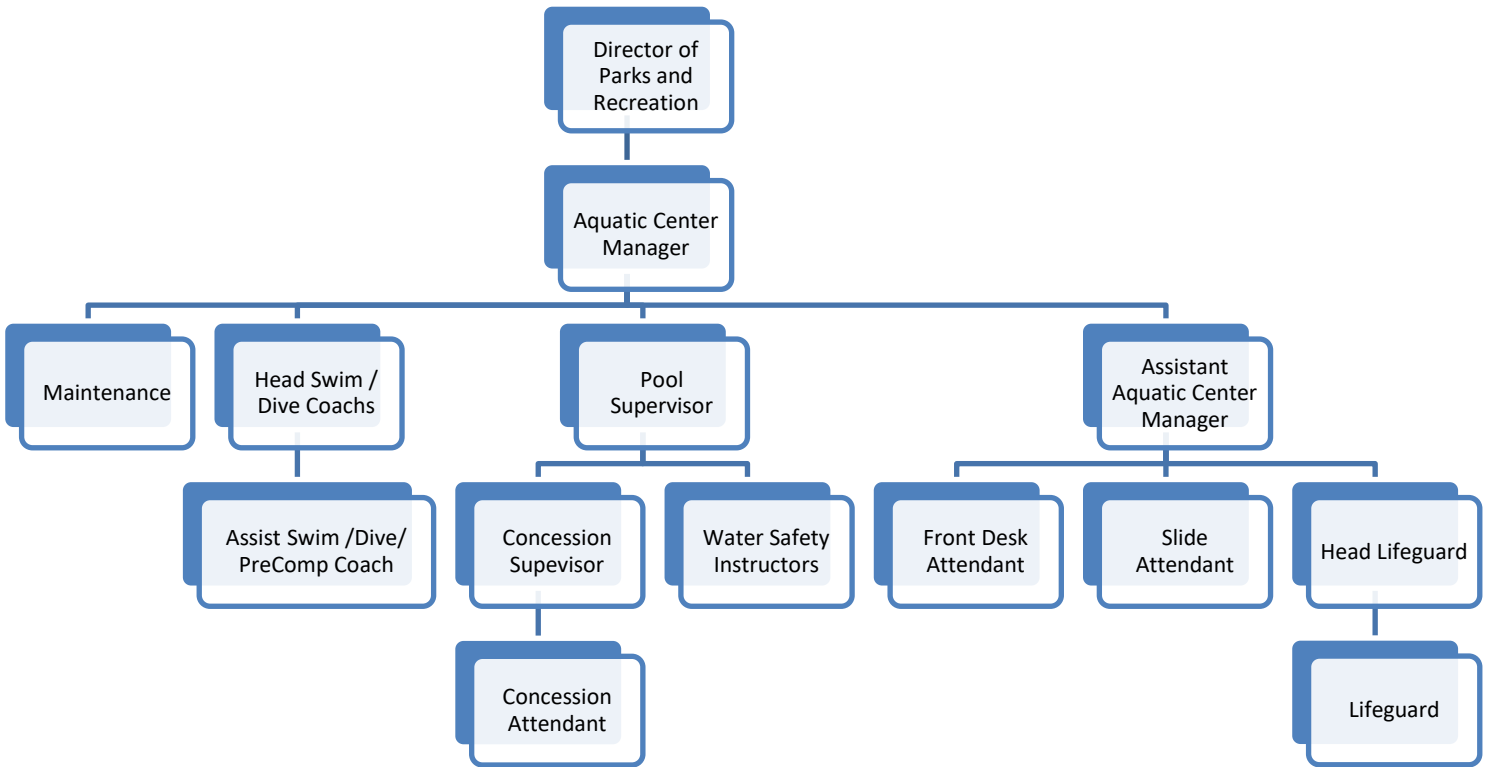
**CITY OF MERRIAM ORGANIZATION CHART**  
**CUSTOMER SERVICE STANDARDS**

## II. CITY OF MERRIAM ORGANIZATIONAL CHART

|                 |   |                               |
|-----------------|---|-------------------------------|
| Ken Sissom      | - | Mayor                         |
| Robert Weems    | - | Councilman                    |
| Brian Knaff     | - | Councilman                    |
| Christine Hands | - | Councilwoman                  |
| Nancy Hupp      | - | Councilwoman                  |
| Al Frisby       | - | Councilman                    |
| Scott Diebold   | - | Councilman                    |
| Cheryl Moore    | - | Councilwoman                  |
| Bob Pape        | - | Councilman                    |
| Chris Engel     | - | City Administrator            |
| Meredith Hauck  | - | Assistant City Administrator  |
| Anna Slocum     | - | Director Parks & Recreation   |
| Dave Smothers   | - | Asst. Dir. Parks & Recreation |
| Amy McClure     | - | Aquatic Center Manager        |
| Jeinny Venzor   | - | Aquatic Center Asst. Manager  |
| Elyse Espinoza  | - | Pool Supervisor               |
| Neyda Venzor    | - | Pool Supervisor               |
| Nicole Barrera  | - | Pool Supervisor               |

### Telephone Numbers

|   |          |
|---|----------|
| City Hall                               | 322-5500 |
| Community Center/Parks & Recreation     | 322-5550 |
| Fire Department                         | 322-5530 |
| Police Department (non-emergencies)     | 322-5560 |
| Public Works                            | 322-5570 |
| Merriam Aquatic center (Manager Office) | 322-5517 |
| Front Desk Phone -                      | 322-5518 |
| EMERGENCIES                             | 911      |



# **Merriam Aquatic Center Customer Service Standards**

As a Merriam Aquatic Center staff member, you will be responsible for providing and maintaining excellent customer service standards. The aquatic center is an enjoyable place to work, but your first concern should be to build a fine tradition of service to those who use the facility.

In order for the aquatic center to function properly, it must be operated with the highest degree of safety and efficiency. Customers will look to you to provide excellent customer service in a professional manner, while still maintaining an enjoyable atmosphere for them to swim and play.

## **Understanding Customers**

Customer want:

1. To feel welcome
2. To be heard
3. To be comforted
4. To feel important

## **Why Customers Complain**

1. They feel confused and overwhelmed
2. They feel ignored
3. They feel they have to defend themselves
4. They feel they have been treated poorly in the past
5. They have waited too long for service

## **The Truth about Customer Service**

1. It costs six times more to attract a new customer than it does to keep an old one
2. Customer loyalty is, in most cases, worth ten times the price of a single admission
3. A typical business hears from only 4% of its' dissatisfied customers, the other 96% just quietly go away and 91% will never come back.
4. 13% of the people who have a problem will tell 20 others
5. Seven out of ten complaining customers will do business with you again if you resolve the complaint in their favor
6. On average, a satisfied complainer will tell five people about the problem and how it was satisfactorily resolved
7. Of those customers who quit using your business, 68% do so because of an attitude of indifference by the company or a specific individual
8. Customers form 10 impressions of you in the first 5 seconds

## **What You can do to Meet the Needs of Customers**

1. Answer the phone by the 3<sup>rd</sup> ring
2. Smile and make eye contact
3. Welcome them as they arrive, thank them for coming as they leave
4. Look professional (wear your uniform)
5. Familiarize yourself with pool policies and information, answer questions without referring them to a supervisor

## **Tips for Calming Upset Customers**

1. Listen, make eye contact, and acknowledge that you are listening. Ask questions and repeat key words
2. Move to a more private area
3. Don't interrupt (count 2 seconds after you think they are done speaking)
4. Remember their name and use it
5. Repeat back what you heard "so, what I am hearing you say is..."
6. Always respond with "we" instead of "I"
7. Resolve the situation quickly, involve a supervisor if necessary



# **PERSONNEL POLICIES**

# City of Merriam Employee Handbook

**Chapter Title:** General Information

**Chapter Number:** 1

**Section Title:** Employment-At-Will

**Section Number:** 1.03

**Effective Date:** January 1, 2005

**Revision Date:** June 2016

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While we hope to have a long and profitable relationship with you, your employment with the City is voluntary.

All employees that do not have written contracts for specific terms that are approved and executed by the employee and by the Mayor on behalf of the City Council are considered at will employees. "At will" means employment is voluntary and may be terminated by you or the City of Merriam with or without cause, with or without notice, and with or without prior consultation or agreement, at any time.

Nothing in the handbook, or any other personnel document, including benefit statements, creates or is intended to create a promise or representation that employment will continue for a set period of time for any employee, or that employment will be terminated only under particular circumstances.

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*This handbook and the personnel policies referenced do not constitute or imply a contract, agreement, promise or guarantee of employment or continued employment. The City reserves the right to change these policies at any time and without prior notice to employees.*

# City of Merriam Employee Handbook

**Chapter Title:** General Information

**Chapter Number:** 1

**Section Title:** Harassment

**Section Number:** 1.06

**Effective Date:** January 1, 2005

**Revision Date:** June 2016

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The City is committed to maintaining a work environment that is free of all harassment. The City does not condone any language or action that would cause its employees to feel unequal, inferior, bullied, or harassed. This conduct is prohibited in any form at the workplace, at work-related functions or outside of work if it affects the workplace. This policy applies to all employees, clients, customers, guests, vendors and persons doing business with the City.

Any employee who engages in harassment; who permits employees under his/her supervision to engage in harassment; or who retaliates or permits retaliation against an employee who reports such harassment is guilty of misconduct and will face strict discipline up to and including termination.

## *Harassment*

Harassment consists of unwelcome conduct, whether verbal, physical or visual and is usually based upon one's age; race; religion; color; sex, sexual orientation; national origin and/or ancestry; gender; disability; military/veteran status, genetic information or any other legally protected group status. The conduct prohibited by this policy includes, but is not limited to, inappropriate comments (epithets, slurs, stereotyping), intimidating or humiliating words or actions, violent or rude conduct, loud and abusive language, cursing or other offensive language, or written or graphic material circulated within or posted in the workplace. Additionally, any physical act of aggression such as hitting, pushing, shoving or threats of physical aggression are strictly prohibited.

Appropriate performance reviews, counseling, or discipline by your manager does not constitute harassment.

## *Sexual Harassment*

The City will not tolerate sexual harassment by any of its employees, elected officials, customers, vendors, volunteers or any other person(s) who interacts in the workplace with our employees. Sexual harassment includes, but is not limited to, making unwelcome sexual advances, requests for sexual favors, any verbal, visual or physical conduct of a sexual nature, or making submission to such conduct, as a basis for employment decisions, or a condition of employment.

Any person who believes, in good faith, that he/she has been discriminated against, harassed or subjected to retaliation, or who has observed harassment, discrimination or retaliation, is encouraged to promptly utilize the complaint and resolution procedure set forth in policy 1.07.

Supervisors and managers receiving information regarding alleged violations of this policy shall forward such information to the Human Resources Manager, Assistant City Administrator, or City Administrator.

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# City of Merriam Employee Handbook

**Chapter Title:** General Information  
**Chapter Number:** 1  
**Section Title:** Procedure for Filing Harassment/Discrimination Complaint  
**Section Number:** 1.07 **Effective Date:** August 2016

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Employees who believe they are the subject of discrimination or harassment prohibited by Policy 1.05 or Policy 1.06 should take the following steps:

### *Complaint*

The employee should feel free to discuss the issue directly with the party participating in or allowing the conduct to occur. If the employee does not feel comfortable with such discussion, or the discussion does not produce an acceptable result, a complaint describing the nature of the situation should be communicated to the supervisor or Department Head within 30 days of the alleged harassment, unless good cause is shown for the delay. The supervisor receiving the complaint should immediately inform the Human Resources Manager. If the employee's supervisor or Department Head is the source or a party to the harassment, the complaint should be filed directly with the Human Resources Manager within 30 days of the alleged harassment, unless good cause is shown for the delay.

### *Timeliness*

All complaints will be investigated in a timely manner so that any ongoing conduct can be immediately halted and immediate discipline taken, if warranted.

### *Confidentiality*

Details of any complaint will be confidential and only shared to the extent necessary to fully investigate the complaint or if such information is compelled to be disclosed by law.

### *Non-Retaliation*

Employees are assured that retaliation due to such complaints is strictly prohibited and if such retaliation occurs, then discipline up to and including termination will also occur.

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# City of Merriam Employee Handbook

**Chapter Title:** Health and Safety

**Chapter Number:** 2

**Section Title:** Drugs and Alcohol

**Section Number:** 2.01

**Effective Date:** January 1, 2005

**Revision Date:** June 2016

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The City has implemented a Drug-Free Workplace policy and program. This includes the prohibition of possession or distribution of any controlled substance or alcoholic beverage at work, or while in a position representing City business during working hours. Unauthorized violations may result in disciplinary action, up to and including termination.

It is also a violation of policy for an employee to illegally use prescription drugs or to report to work under the influence of illegal controlled substances and/or alcohol.

The Drug-Free Workplace policy is distributed during new employee orientation, and again when any changes in the policy take place. The policy outlines the disciplinary action taken when employees violate the City's standards. The City's program provides information about the risks of illegal drug use and alcohol use in the workplace, as well as information about counseling and treatment.

Testing for City employees includes post-offer testing, post-accident testing, and reasonable suspicion. Those employees whose position requires a commercial driver's license (CDL) may also be subject to random alcohol and drug testing.

Any employee who refuses to take a drug or alcohol test under this policy, or who tampers with or attempts to tamper with such a test, will be subject to disciplinary action, up to and including termination.

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# City of Merriam Employee Handbook

**Chapter Title:** Health and Safety

**Chapter Number:** 2

**Section Title:** On-the-Job Injuries

**Section Number:** 2.02

**Effective Date:** January 1, 2005

**Revision Date:** June 2016

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The City requires employees to conduct job tasks safely to protect themselves and others at work. Every accident, near-miss, or injury, regardless of severity, must be reported to a supervisor immediately or as soon as is practicable. The supervisor or department head will file the appropriate workers' compensation reports as required.

In the case of a serious injury requiring medical attention, employees should seek the nearest medical facility. In other cases, the injured employee should seek medical attention using the City's preferred workers' compensation health provider. Upon return to work, a physician's statement of medical condition and release to return to work must be submitted to the Human Resources Manager. The City provides workers' compensation insurance at no cost to employees. If the injury or accident results in lost time, payment of lost wages is governed by state law.

If a workplace injury requires long-term medical attention, the injured employee will work with the supervisor and the Human Resources Manager to determine a return-to-work date, explore temporary restricted duty job opportunities, and eligibility for continuing employment. Temporary restricted duty job assignments need not be confined to the employee's current department or pay rate to which the employee is assigned at the time of injury. Absences due to work related injuries or illnesses may be counted as leave under FMLA.

If you see any potential hazards that need attention, notify your supervisor, department safety representative, or Human Resources immediately.

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# City of Merriam Employee Handbook

**Chapter Title:** Health and Safety  
**Chapter Number:** 2  
**Section Title:** Equipment and Property  
**Section Number:** 2.03

**Effective Date:** January 1, 2005  
**Revision Date:** June 2016

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Employees are provided adequate tools, equipment, and vehicles to perform their job. It is the responsibility of employees to use them safely and to cooperate in the care and maintenance of equipment owned by the City. Such tools and equipment are not to be removed from City property or taken home without prior authorization from the Department Head. Employees operating a City vehicle are required to have a current driver's license. When using a personal vehicle for conducting City business, employees may be required to provide proof of personal automobile liability coverage.

Any accident involving a City vehicle or personal vehicle while conducting City business must be reported immediately to the appropriate law enforcement agency and to the employee's supervisor. In addition, the employee is required to notify his/her Department Head immediately regarding any traffic violation that may impair their ability to operate a vehicle for City purposes. Failure to do so may result in disciplinary action. Employees who are involved in an accident involving a City vehicle may be subject to a post-accident drug/alcohol test.

Employees driving a city vehicle or utilizing their own vehicle for City business are reminded of the following:

- Seat belts must be worn at all times
- Texting while driving is not allowed under any circumstances
- There is no smoking allowed in a City vehicle

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# City of Merriam Employee Handbook

**Chapter Title:** Health and Safety

**Chapter Number:** 2

**Section Title:** Tobacco Free Environment

**Section Number:** 2.04

**Effective Date:** January 1, 2005

**Revision Date:** June 2016

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The City of Merriam is committed to providing a safe and healthy work place. Smoking, smokeless tobacco, use of e-cigarettes/pipes and other tobacco and nicotine products is not permitted at any time inside city facilities or vehicles. (Nicotine patches are permitted.)

Smoking areas are designated for each facility and receptacles should be used for depositing cigarettes. Employees who smoke or use smokeless tobacco products must observe the same guidelines as non-smokers for the frequency and length of break periods.

Those employees who smoke and would like to take this opportunity to quit are invited to call the free Kansas Tobacco Quitline (1-800-QUIT-NOW) for telephone cessation counseling and support. Additional smoking cessation support is available through the St. Luke's Employee Assistance Program, 1-800-EAP-1223.

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# City of Merriam Employee Handbook

**Chapter Title:** Conditions of Employment

**Chapter Number:** 3

**Section Title:** Outside Employment

**Section Number:** 3.06

**Effective Date:** January 5, 2005

**Revision Date:** June 2016

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Unless specified in a separate agreement, employees may hold outside jobs as long as they meet the performance standards of their job with the City of Merriam. All employees will be judged by the same performance standards and will be subject to the City's scheduling demands, regardless of any existing outside work requirements.

If the City determines that an employee's outside work interferes with the performance or the ability to meet the requirements of the City as they are modified from time to time, the employee may be asked to terminate the outside employment if s/he wishes to remain with the City.

Outside employment that constitutes a conflict of interest as described in Section 1.08 is prohibited. Employees may not receive any income or material gain from individuals outside the City for materials produced or services rendered while performing their jobs for the City.

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# City of Merriam

## Employee Handbook

**Chapter Title:** Compensation Policies

**Chapter Number:** 5

**Section Title:** Payroll Process and Practices

**Effective Date:** January 1, 2005

**Section Number:** 5.02

**Revision Date:** June 2016

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### *Pay Schedule*

Employees are paid bi-weekly on alternate Fridays. If the regularly scheduled payday falls on a city designated holiday, paychecks will be issued the day immediately preceding the holiday. Employees will have their payroll checks direct deposited to the financial institution(s) of their choice, or a payroll bank card will be issued.

### *Payroll Deductions*

No payroll deduction will be made from an employee paycheck unless authorized by the employee or required by law. Employees are required to report changes in family status, address, or other information that could affect the amount of deductions withheld. These include Social Security and income taxes, retirement system contributions, court-ordered child support and any other deductions required by law. Additionally, deductions may be authorized for employee contributions to health, vision and dental insurance, supplemental insurance, deferred compensation plans requested by the employee, and others as may be approved by the City Administrator and allowed by payroll system and relevant laws.

### *Reporting Hours Worked*

It is the responsibility of each employee to maintain his/her hours of work through the time and attendance system provided by the city. The time and attendance system will keep a record of hours worked and ensure the accuracy of paychecks. Nonexempt employees are required to accurately record their hours worked by clocking in/out each shift. All employees (exempt and nonexempt) will utilize the time and attendance system to request leave time including vacation, sick and personal. At the end of the reporting period, the supervisor will approve the time entered, including any leave requests, and verify accuracy. If an employee experiences any problems with the time and attendance system, or payroll discrepancies, they are to speak to their immediate supervisor.

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# City of Merriam Employee Handbook

**Chapter Title:** Employee Discipline

**Chapter Number:** 10

**Section Title:** General Provisions

**Section Number:** 10.01

**Effective Date:** January 1, 2005

**Revision Date:** June 2016

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Employees of the City of Merriam are expected to conduct themselves in a professional and law-abiding manner and observe and obey lawful orders and directives received in the course of employment.

Discipline is determined by supervisors and Department Heads and may include a progressive discipline process. The progressive discipline process includes steps such as verbal warning, written reprimand, suspension from duty, and separation by involuntary dismissal. Discipline, however, does not have to be progressive and some actions may result in immediate suspension or dismissal.

Since employees of the City are employed “at-will,” dismissal can take place at any time and for any reason, with or without notice. Because the circumstances vary widely in similar situations, the City retains the right to treat each violation in the Code of Conduct (policy 10.02) on an individual basis without creating a binding precedent for other cases arising in the future. Examples that are given in any rule do not limit the generality of the rule.

In the event of dismissal, the employee will be provided with such notice and rights as required by law.

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# City of Merriam Employee Handbook

**Chapter Title:** Employee Discipline  
**Chapter Number:** 10  
**Section Title:** Code of Conduct  
**Section Number:** 10.02

**Effective Date:** January 1, 2005  
**Revision Date:** June 2016

## CODE OF CONDUCT AND PROGRESSIVE DISCIPLINARY ACTION GUIDELINES

- Code:
1. Oral reprimand
  2. Written instruction and cautioning
  3. Written instruction and a minimum of one (1) day suspension
  4. Written instruction and a minimum of three (3) days suspension
  5. Dismissal

|           | <u>Definition</u>  | <u>1<sup>st</sup><br/>Offense</u> | <u>2<sup>nd</sup><br/>Offense</u> | <u>3<sup>rd</sup><br/>Offense</u> | <u>4<sup>th</sup><br/>Offense</u> |
|-----------|--|-----------------------------------|-----------------------------------|-----------------------------------|-----------------------------------|
| <b>1.</b> | <b>Absenteeism:</b>  |                                   |                                   |                                   |                                   |
|           | A. Excessive, unexplained, or unexcused tardiness (Guide: 3 times in a 30 day period).   | 1-2                               | 3                                 | 4                                 | 5                                 |
|           | B. Excessive, unexplained, or unexcused absenteeism  | 1-2                               | 3                                 | 4                                 | 5                                 |
|           | C. Absence without authorized leave or permission (AWOL). Any employee absent for three (3) consecutive work days without authorized leave will have been deemed to have abandoned the position and resigned from City employment. | 3                                 | 4                                 | 5                                 |                                   |
| <b>2.</b> | <b>Abusive Language:</b>   |                                   |                                   |                                   |                                   |
|           | A. The use of profanity or abusive language, which would tend to interfere with the efficient operation of City business, or verbal interference with the job performance of fellow employees.                                     | 1-3                               | 4                                 | 5                                 |                                   |
|           | B. Verbal threats, intimidation, or coercion, directed toward fellow employees, supervisors or citizens.   | 4-5                               | 5                                 |                                   |                                   |
| <b>3.</b> | <b>Alcohol, Unauthorized Drugs and Controlled Substances (Use and/or Possession of):</b>   |                                   |                                   |                                   |                                   |
|           | A. Reporting to work under the influence of intoxicating beverages or drugs or consumption while on duty.  | 5                                 |                                   |                                   |                                   |
|           | B. Being in possession of open containers of intoxicating beverages or drugs while on duty.  | 4-5                               | 5                                 |                                   |                                   |
|           | <u>Definition</u>  | <u>1<sup>st</sup><br/>Offense</u> | <u>2<sup>nd</sup><br/>Offense</u> | <u>3<sup>rd</sup><br/>Offense</u> | <u>4<sup>th</sup><br/>Offense</u> |
| <b>4.</b> | <b>Assault:</b>  |                                   |                                   |                                   |                                   |
|           | Fighting or behavior which provokes or is likely to provoke a fight on the job.  | 4-5                               | 5                                 |                                   |                                   |

|            | <b>Definition</b>  | <b>1<sup>st</sup><br/>Offense</b> | <b>2<sup>nd</sup><br/>Offense</b> | <b>3<sup>rd</sup><br/>Offense</b> | <b>4<sup>th</sup><br/>Offense</b> |
|------------|--|-----------------------------------|-----------------------------------|-----------------------------------|-----------------------------------|
| <b>5.</b>  | <b>Bribery:</b>  |                                   |                                   |                                   |                                   |
|            | Using or accepting bribery to secure appointment or advantage as a City employee.  | 5                                 |                                   |                                   |                                   |
| <b>6.</b>  | <b>Carelessness:</b>   |                                   |                                   |                                   |                                   |
|            | A. Carelessness that affects the safety of personnel, equipment, tools or property, or causes materials, parts or equipment to be damaged.   | 1-2                               | 3                                 | 4                                 | 5                                 |
|            | B. Failure to keep the department and/or the Human Resources Office notified of proper address or telephone number (if any).   | 1-2                               | 3                                 | 4                                 | 5                                 |
| <b>7.</b>  | <b>Conduct (on or off the job):</b>  |                                   |                                   |                                   |                                   |
|            | A. Unlawful or improper conduct whether on or off the job which tends to affect the employee's ability to conduct his/her job effectively.   | 3                                 | 4                                 | 5                                 |                                   |
|            | B. Wanton or willful violation of City policies and procedures or department operating rules and regulations.  | 4-5                               | 5                                 |                                   |                                   |
|            | C. Knowingly request or aid any person to violate an ordinance or any provision of the City, or engage in such violation(s).   | 4                                 | 5                                 |                                   |                                   |
|            | D. Failure to disclose to the City Administrator any interest the employee may have in contracts with the City for the furnishing of supplies, materials, labor or services, except employee services, prior to negotiations and award of contracts. | 1-2                               | 3                                 | 4-5                               |                                   |
|            | E. Knowingly accept any money or any gift of a value from any person doing business with the City or from any person contracting with the furnishing of supplies to the City.  | 3                                 | 4                                 | 5                                 |                                   |
|            | F. Disclosure to any bidder on a municipal contract, prior to the official opening of bids, information concerning the bid of another person, save and except the identity of the bidders.   | 3                                 | 4                                 | 5                                 |                                   |
| <b>8.</b>  | <b>Confidentiality:</b>  |                                   |                                   |                                   |                                   |
|            | A. Wanton or willful disclosure of confidential information which, if disclosed, could adversely affect the interest of the City or fellow employees.  | 3-5                               |                                   |                                   |                                   |
| <b>9.</b>  | <b>Conviction of a Crime (on or off the job):</b>  |                                   |                                   |                                   |                                   |
|            | A. Any conviction that would tend to affect the employee's performance or ability to perform the job.  | 3-5                               | 4-5                               |                                   |                                   |
|            | B. Conviction of driving under the influence of alcohol or drugs if the conviction would tend to affect the employee's performance or ability to perform the job.  | 4-5                               | 5                                 |                                   |                                   |
|            | C. Conviction of a felony offense.   | 5                                 |                                   |                                   |                                   |
| <b>10.</b> | <b>Damaging City Property or Property of Other Employees:</b>  |                                   |                                   |                                   |                                   |
|            | Wanton or willful destruction of, misuse of or damage to public property or any City property or equipment of any employee which is located on City occupied premises or used in the performance of City functions.                                  | 4-5                               | 5                                 |                                   |                                   |
| <b>11.</b> | <b>Damaging Statements:</b>  |                                   |                                   |                                   |                                   |
|            | Making or publishing false, vicious, or malicious statements concerning any employee, supervisor or official of the City.  | 3                                 | 4                                 | 5                                 |                                   |

|            | <b>Definition</b>  | <b>1<sup>st</sup><br/>Offense</b> | <b>2<sup>nd</sup><br/>Offense</b> | <b>3<sup>rd</sup><br/>Offense</b> | <b>4<sup>th</sup><br/>Offense</b> |
|------------|--|-----------------------------------|-----------------------------------|-----------------------------------|-----------------------------------|
| <b>12.</b> | <b>Discrimination:</b>   |                                   |                                   |                                   |                                   |
|            | A. Willfully engaging in any act, conduct or activity within the scope of employment which directly or indirectly discriminates against any person, or class of person on the basis of age, sex, race, religion, creed, national origin, disability, or other class protected by law.  | 3-4                               | 4-5                               |                                   |                                   |
|            | B. Negligently engaging in any act, conduct or activity within the scope of employment which discriminates directly or indirectly against any person or class of person on the basis of age, sex, race, religion, creed, national origin, disability, or other class protected by law.   | 1-2                               | 3                                 | 4                                 | 5                                 |
| <b>13.</b> | <b>Disorderly Conduct:</b>   |                                   |                                   |                                   |                                   |
|            | Engaging in horseplay, scuffling, wrestling, throwing things, malicious mischief, deliberately distracting the attention of others, cat calls or similar types of disorderly conduct which would tend to affect the performance of the employee's duties or to interfere with the legitimate work activities of the City or its employees. | 1-2                               | 3                                 | 4                                 | 5                                 |
| <b>14.</b> | <b>Failure to Meet Acceptable Work Standards:</b>  |                                   |                                   |                                   |                                   |
|            | A. Productivity or workmanship not meeting required performance standards.   | 1-2                               | 3                                 | 4                                 | 5                                 |
|            | B. Failure to exercise reasonable judgment and/or discretion in the course of official employment.   | 1-2                               | 3                                 | 4                                 | 5                                 |
|            | C. Wanton or willful neglect in the performance of assigned duties.  | 3                                 | 4                                 | 5                                 |                                   |
| <b>15.</b> | <b>Falsification of Applications, Records, Time and Attendance/Payroll Records:</b>  |                                   |                                   |                                   |                                   |
|            | Intentional or willful falsification of personal or City records including but not limited to employment applications, accident reports, purchase orders, work reports and time and attendance records.  | 4-5                               |                                   |                                   |                                   |
| <b>16.</b> | <b>Housekeeping Rules:</b>   |                                   |                                   |                                   |                                   |
|            | Creating or contributing to unsafe or unsanitary conditions or poor housekeeping which would tend to interfere with the safe and efficient performance of City business.   | 2-5                               | 5                                 |                                   |                                   |
| <b>17.</b> | <b>Insubordination:</b>  |                                   |                                   |                                   |                                   |
|            | A. Refusal to perform work assigned, to work emergency overtime, or to comply with written or verbal instruction of a supervisor in a timely manner.   | 4-5                               | 5                                 |                                   |                                   |
|            | B. Failure to work overtime, special hours or special shifts after being scheduled according to overtime and standby duty policy, or failure without good cause or legitimate excuse, to respond to call during adverse weather conditions or emergencies.   | 3                                 | 4                                 | 5                                 |                                   |
|            | C. Refusal to cooperate in investigations in which the employee is involved or has relevant information.   | 3-5                               | 5                                 |                                   |                                   |
|            | D. Where operations are continuous, leaving the post at the end of the scheduled shift before being relieved by supervisor or authorized employee on incoming shift.   | 3-5                               | 5                                 |                                   |                                   |
|            | <b>Definition</b>  | <b>1<sup>st</sup><br/>Offense</b> | <b>2<sup>nd</sup><br/>Offense</b> | <b>3<sup>rd</sup><br/>Offense</b> | <b>4<sup>th</sup><br/>Offense</b> |
| <b>18.</b> | <b>Interference with Proper Performance of Work:</b>   |                                   |                                   |                                   |                                   |
|            | Concerted interference with work in or about the City's work stations including, but not limited to instigating,   | 5                                 |                                   |                                   |                                   |

|            |   |     |   |   |   |
|------------|---|-----|---|---|---|
|            | leading, or participating in any walkout, strike, sit-down, stand-in, slowdown or refusal to return to work at the scheduled time for the scheduled shift.  |     |   |   |   |
| <b>19.</b> | <b>Loitering/Wasting Time:</b>  |     |   |   |   |
|            | A. Wasting time or loitering during working hours.  | 1-2 | 3 | 4 | 5 |
|            | B. Leaving the assigned work area during working hours without permission of the supervisor.  | 3-5 | 5 |   |   |
|            | C. Disregarding job duties by loafing or neglect of work during working hours.  | 1-3 | 4 | 5 |   |
| <b>20.</b> | <b>Personal Gain:</b>   |     |   |   |   |
|            | No employee shall request, use or permit the use, whether directly or indirectly, of any publicly owned, or publicly supported equipment, vehicle, facility, labor service or supplies (new, surplus, scrap or obsolete).   | 3   | 4 | 5 |   |
| <b>21.</b> | <b>Political Activity:</b>  |     |   |   |   |
|            | No City employee shall, during working hours, directly or indirectly solicit, receive, or be in any manner concerned with soliciting or receiving any assessment, subscription, contribution, or political service whether voluntary or involuntary, in any City of Merriam political activity or engage in any partisan political activities which would impair performances as a City employee. | 1-2 | 3 | 4 | 5 |
| <b>22.</b> | <b>Rest Breaks and Meal Breaks:</b>   |     |   |   |   |
|            | Taking more than the specified time for meals or rest periods.  | 1-2 | 3 | 4 | 5 |
| <b>23.</b> | <b>Safety Rules and Personnel Policies:</b>   |     |   |   |   |
|            | A. Knowingly violating safety rules or safety practices.  | 1-3 | 4 | 5 |   |
|            | B. Continued abuse of Personnel Policies and Procedures.  | 4-5 | 5 |   |   |
| <b>24.</b> | <b>Theft:</b>   |     |   |   |   |
|            | Theft of any City property or the property of any employee.   | 5   |   |   |   |
| <b>25.</b> | <b>Unauthorized Use of City Property:</b>   |     |   |   |   |
|            | Unauthorized use, possession or operation of any City property, equipment or vehicles or the property and equipment which is located on City premises or used in City functions.  | 3   | 4 | 5 |   |
| <b>26.</b> | <b>Weapons (unauthorized use, carrying or concealing):</b>  |     |   |   |   |
|            | Unauthorized possession or use of firearms, explosives or weapons on City property.   | 5   |   |   |   |
| <b>27.</b> | <b>Other Just Causes Not Specifically Listed As a Cause Herein:</b>   |     |   |   |   |
|            | Discipline: As appropriate, following progressive discipline guidelines.  | 1-5 |   |   |   |

*This handbook and the personnel policies referenced do not constitute or imply a contract, agreement, promise or guarantee of employment or continued employment. The City reserves the right to change these policies at any time and without prior notice to employees.*

# City of Merriam Corrective Action Form

|  |   |  |  |
|--|---|--|--|
| Employee Name:   |   |  |  |
| Supervisor Name:   |   |  |  |
| <b><u>INFRACTION</u></b>   |   |  |  |
| Date:  |   |  |  |
| Infraction:  |   |  |  |
| <b><u>TYPE OF ACTION</u></b>   |   |  |  |
|  | (2) Written Instr. & Cautioning with Counseling |  | (4) Written Instr. & Min. 3 day suspension |
|  | (3) Written Instr. & Min. 1 day suspension      |  | (5) Dismissal                              |
| <b><u>DESCRIPTION</u></b>  |   |  |  |
|  |   |  |  |
| <b><u>DISCUSSION</u></b>   |   |  |  |
|  |   |  |  |
| Supervisor Signature:  |   |  | Date:                                      |
| <i>I have reviewed this document and discussed the contents with my supervisor. My signature means that I have been advised of my performance status and does not necessarily imply that I agree with the statements made.</i> |   |  |  |
| Employee Signature:  |   |  | Date:                                      |
| Reviewed by Dept.Head and or Human Resources:  |   |  | Date:                                      |



## **Additional Aquatic Center Employee Code of Conduct Policies**

**Behavior:** As a City of Merriam employee you will be expected to conduct yourself in a professional manner. The entire staff is being judged by your actions. Set an example for the public by abiding by the same rules which you enforce upon the public. Do not tolerate horseplay from patrons, and do not be guilty of it yourself.

**Appearance:** While on duty, all aquatic center personnel must be in proper uniform. This includes suit, T-shirts, shorts, or hat, which have been issued to you and are applicable for your duties. There will be no exceptions. If you present yourself in a professional manner, patrons will be able to identify you as a staff member, and will treat you with more respect.

**Customer Service:** Our citizens have certain expectations when they purchase a membership or pay to enter our aquatic center. They expect a clean, safe, attractive environment in which to relax, exercise, and play. They also expect to be treated courteously and to have their concerns and ideas recognized.

Please make a special effort to make every citizens' visit a positive one. You can do this by saying hello when they arrive, thanking them for coming as they leave and approaching them in a positive manner if you need to correct their behavior. If they bring a maintenance item to your attention, please do what you can to solve the problem, or bring it to a manager's attention.

**Teaching of Private Swim Lessons:** Private swim lessons will be offered by the city and conducted by Merriam Aquatic Center instructors as scheduled. Employees are not permitted to teach other private lessons at Merriam Aquatic Center.

### **Vacations**

No provision is made for aquatic center employees to take vacations. Emergencies, absences and extenuating circumstances will be dealt with by the Aquatic Center Manager and the person involved.

### **Absences**

It will be the responsibility of the individual requesting a substitute to make the arrangements. You may substitute for each other on your days off or obtain a substitute from the approved substitute list. A "sub" book will be kept in the manager's office. When using a substitute, please write in the "sub" book who is working for whom, the time, and the position. Example: Jack for Jill, 12:00pm-8:30pm, Lifeguard. Both the person requesting the sub and the substitute must initial this. **It will be your responsibility to see that your position is covered.**

### **Employee Guest Policy**

There are no special provisions for free admission to friends or relatives of Aquatic Center employees. Employees and family members residing in the same household are eligible to receive a discounted season pass to the facility at \$5/person/pass. The employee must be present with family when completing the transaction. All season passes are sold at the Irene B French Community Center during posted hours.

### **Concessions Benefits**

Food and beverages at the concession stand are available for purchase at a discounted rate.

## **Responsibilities**

**ALL SCHEDULES ARE POSTED ON BULLETIN BOARDS IN BASKETROOM, IN THE OFFICE AND ARE AVAILABLE THROUGH ATTENDANCE ON DEMAND AND WHEN TO WORK**

**ATTENDANCE ON DEMAND LINK <https://cityofmerriam.attendanceondemand.com/ess/>**

**WHEN TO WORK-** a link will be created once information is received for scheduling through the availability sheets. A unique login link will be created and sent to email of record for each employee to create a username / password that links to the schedule.

1. Each employee is assigned by position of the master schedule.
2. Each guard's schedule is designated by the time they start and position in which they start.
3. Each employee is to be in position ready to work five minutes before the designated starting time. The patrons expect us to open according to schedule. This can only be accomplished when you are ready for their entrance.

### **Breaks:**

During your break, do not engage other staff members on duty in conversation or otherwise distract them from their responsibilities.

The following areas are off limits to aquatic center personnel:

1. Inside concession area (at all times, except for those working in that area).
2. Basket Room (Except when assigned to that area).

Federal law does not require that employees be given any particular rest breaks or breaks of any particular duration. However, Aquatic Center policy will be to provide up to a 30-minute break for employees who work 8 hours per day or longer. Breaks will be built into the daily work schedule and will normally be 30 minutes, but may be shortened at the discretion of the manager on duty. Employee breaks will be paid unless the employee elects to leave the premises per manager's direction. Employees who wish to leave the premises must receive permission from the manager, and must sign out on their timesheet. On premises breaks are to be taken in a designated area.

### **Schedules:**

Guards rotate every half hour. The rotation for the day will be announced at the 11:45 meeting.

### **Time Sheets:**

Employees will be required to punch in and out using the time clock installed in the basket room. Orientation on the use of the time clock will be completed during the pre-season meeting. It is the employee's responsibility to punch in and out. Remember that your hours will be computed from the time sheet generated from the time clock. If you fail to sign in or out, you must contact the Aquatic Center Manager at your first opportunity. Do not wait more than one day. Since the time clock requires a hand print / verification code for punching, employees CAN NOT sign in or out for another employee.

### **Paychecks:**

The City of Merriam encourages employees to enroll in direct deposit and no longer provides paystubs. To access pay records detailed information on establishing a log-in will be provided during orientation. The website to access and verify payroll information is:

<https://www.payentry.com/ee/auth/Login.asp?level=employee&dsn=M086&sbid=1&co=A523>

# PAYROLL SCHEDULE

| <u>Pay Period</u>        | <u>Pay Date</u> |
|--------------------------|-----------------|
| April 24- May 7          | May 12          |
| May 8 - May 21           | May 26          |
| May 22 – June 4          | June 9          |
| June 5 – June 18         | June 23         |
| June 19 – July 2         | July 7          |
| July 3 – July 16         | July 21         |
| July 17 – July 30        | August 4        |
| July 31 – August 13      | August 18       |
| August 14 – August 27    | September 1     |
| August 28 – September 10 | September 15*   |

\*Will include year-end bonus if you qualify.

The City of Merriam complies with the Fair Labor Standard Act, Tab 340, and Seasonal Amusement/Recreational Establishment Exemption. Therefore, employees are exempt from overtime.

# City of Merriam, Kansas

## POSITION DESCRIPTION

**Class Title:** Assistant Aquatic Center Manager  
**Department:** Parks and Recreation  
**FSLA:** Exempt  
**Physical Class:** Level 2, Light  
**WC Code:** 9015  
**Revised:** November 2014

### GENERAL PURPOSE

Responsible for assisting in the management and supervision of the municipal pool

### SUPERVISION RECEIVED

Works under the guidance of the Aquatic Center Manager

### SUPERVISION EXERCISED

Exercises supervision over lifeguards, cashiers, attendants, coaches, and patrons

### ESSENTIAL DUTIES AND RESPONSIBILITIES

Assists in planning and organizing staff workloads and assignments; schedules, trains, motivate and evaluate assigned staff.

Inventories and orders required operating supplies.

Oversees maintenance of pool, reports deficiencies to supervisor.

Monitor chemical feeder and tests water for proper chemical balance. Adds chemicals to maintain proper swimming conditions and monitors filters performing backwashing duties as required.

Administer first aid, CPR, emergency and safety procedures.

Reconciles and prepares bank deposits daily; utilizing personal car to transport deposit to City Hall.

Records and monitors daily attendance, water and air temperatures.

Administers and enforces pool patron disciplinary procedures.

Promotes and markets pool use by individuals and groups.

Investigates and responds accordingly to public comments and complaints pertaining to maintenance, safety, and program delivery.

Prepares accident and incident reports.

### PERIPHERAL DUTIES

Assists staff in the performance of their duties.

### DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- (A) High school education or GED equivalent.

- (B) Current American Red Cross Certifications to include: Lifeguard Certification; First Aid and CPR for the Professional Rescuer
- (C) Licensed Pool Operator designation or ability to obtain one.

Necessary Knowledge, Skills, and Abilities:

- (A) Knowledge of the operation of pool filtration and chlorination equipment.
- (B) Knowledge of principles and practices of modern aquatic program.
- (C) Working knowledge of principles of human resource management, work organization, and supervision.
- (D) Ability to communicate effectively, verbally and in writing; ability to establish and maintain effective working relationships with employees, supervisors, and the public.
- (E) Ability to successfully complete a pre-employment drug-screen and background check.

**SPECIAL REQUIREMENTS**

Must possess a valid Kansas State Drivers License or have the ability to obtain one prior to the start of the season. Must be available to work weekends, evenings, and holidays, and attend evening and off-season meetings as required.

**TOOLS AND EQUIPMENT USED**

Pool mechanical and filtration equipment, concessions equipment, safety and rescue equipment, telephone, calculator, photocopy machine.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to walk, climb, swim, dive, sit, talk, and hear. The employee is occasionally required to use hands to finger, handle, feel, or operate objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 150 pounds and transport 10 feet with mechanical assistance. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is typical of a recreational environment including periodic exposure to sun, wind, and heat.

**SELECTION GUIDELINES**

Formal application, interview, and reference check.

The duties listed above are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment of the position.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approval: \_\_\_\_\_  
Supervisor

Approval: \_\_\_\_\_  
City Administrator

# City of Merriam, Kansas

## POSITION DESCRIPTION

**Class Title:** Pool Supervisor  
**Department:** Parks and Recreation  
**FSLA:** Non-Exempt  
**Physical Class:** Level 2, Light Work  
**WC Code:** 015  
**Date:** November 2014

### GENERAL PURPOSE

Responsible for assisting in the management and supervision of the municipal pool; guards and rescues swimmers; and performs safety work in coordinating and teaching swimming lessons.

### SUPERVISION RECEIVED

Works under the guidance of the Aquatic Center Manager

### SUPERVISION EXERCISED

Exercises supervision over lifeguards, front desk attendants, concession attendants, concession supervisors, swim lesson instructors, and patrons

### ESSENTIAL DUTIES AND RESPONSIBILITIES

Attends pre-season and in-service mandatory training required for lifeguard certification.

Assists in planning and organizing staff workloads and assignments; schedules, trains, motivate and evaluate assigned staff.

Oversees maintenance of pool, reports deficiencies to supervisor.

Monitor chemical feeder and tests water for proper chemical balance. Adds chemicals to maintain proper swimming conditions and monitors filters performing backwashing duties as required.

Reconciles and prepares bank deposits daily; utilizing personal car to transport deposits to City Hall.

Records and monitors daily attendance, water and air temperatures.

Administers and enforces pool patron disciplinary procedures.

Promotes and markets pool use by individuals and groups.

Investigates and responds accordingly to public comments and complaints pertaining to maintenance, safety, and program delivery.

Prevent, report and prepares accident and incident reports.

Manage the Learn-To-Swim program on site evaluating lesson participants to ensure placement in appropriate class level.

Provide verbal and written feedback, direction, guidance and in-service training to Swim Lesson Instructors.

Develop block and lesson plans for the assigned courses.

Teach swimming lessons according to a prescribed routine and curriculum.

Tests program participants for swimming skill levels; passes participants for participation in more advanced classes when applicable.

Maintain related records and statistics for swim lesson programs.

Be available before and after class to discuss student progress with parents.

Administer first aid, CPR, emergency and safety procedures.

Performs swimming, diving and rescue maneuvers; rescuing swimmers in danger of drowning.

Guards and attends to swimmers at Aquatic Center; enforcing rules and policies.

Other duties as deemed necessary or assigned.

## **PERIPHERAL DUTIES**

Assists staff in the performance of their duties.

## **DESIRED MINIMUM QUALIFICATIONS**

Education and Experience:

- (A) Must be 18 years of age or older.
- (B) High school education or GED equivalent.
- (C) Current American Red Cross Certifications to include: Waterpark Lifeguard Certification; American Red Cross Water Safety Instructor Certificate; Water Safety Instructor Trainer Certificate; First Aid and CPR for the Professional Rescuer
- (D) Previous experience as Water Safety Instructor.

Necessary Knowledge, Skills, and Abilities:

- (A) Knowledge of the operation of pool filtration and chlorination equipment.
- (B) Knowledge of principles and practices of modern aquatic program.
- (C) Working knowledge of principles of human resource management, work organization, and supervision.
- (D) Ability to communicate effectively, verbally and in writing; ability to give and understand oral instructions; ability to establish and maintain effective working relationships with employees, supervisors, and the public.
- (E) Ability to effectively teach swimming lessons; ability to effectively enforce safety and health regulations relating to an aquatics program.
- (F) Good swimming skills.
- (G) Ability to analyze situations and use judgment in responding.
- (H) Ability to remain alert for long periods of time.
- (I) Ability to perform lifesaving techniques in an emergency situation.
- (J) Ability to successfully complete a pre-employment drug-screen and background check.

## **SPECIAL REQUIREMENTS**

Must possess a valid Kansas State Drivers License or have the ability to obtain one prior to the start of the season. Must be available to work weekends, evenings, and holidays, and attend evening and off-season meetings as required.

## **TOOLS AND EQUIPMENT USED**

Pool mechanical and filtration equipment, concessions equipment, safety and rescue equipment, telephone, calculator, photocopy machine.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to walk, climb, swim, dive, sit, talk, and hear. The employee is occasionally required to use hands to finger, handle, feel, or operate objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 150 pounds and transport 10 feet with mechanical assistance. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is typical of a recreational environment including exposure to sun, wind, and heat.

**SELECTION GUIDELINES**

Formal application, interview, and reference check.

The duties listed above are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment of the position.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approval: \_\_\_\_\_  
Supervisor

Approval: \_\_\_\_\_  
City Administrator



# City of Merriam, Kansas

## POSITION DESCRIPTION

**Class Title:** Concession Stand Supervisor  
**Department:** Parks and Recreation  
**FLSA:** Non-Exempt  
**Physical Class:** Level 1, Light  
**WC Code:** 9015  
**Revised:** November 2014

### GENERAL PURPOSE

Responsible for the operation of the concession stand at the Aquatic Center which includes supervising concession attendants

### SUPERVISION RECEIVED

Works under the guidance of the Aquatic Center Manager, Assistant Manager or Pool Supervisor

### SUPERVISION EXERCISED

Exercise supervision over concessions attendants.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

Prepare concession stand for season open and close. Prepare the facility for daily opening and closing.

Prepare menu items for consumption by pool patrons.

Operates concession equipment and recommend possible repairs.

Schedules, trains and makes recommendations for evaluation of staff.

Suggests menu items and recommends selling price points based upon formula for recuperating operating costs.

Orders and receives supplies, maintains inventory.

Maintain the cleanliness of concession stand and surrounding area.

Prepares reports daily.

Administer health and safety procedures.

Investigates and responds accordingly to public comments and complaints pertaining to maintenance, safety, and food delivery.

Operate personal vehicle to run errands.

Perform other duties as deemed necessary or assigned.

### PERIPHERAL DUTIES

Assists staff in the performance of their duties.

### DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- (A) Graduation from high school or GED equivalent.
- (B) Experience in restaurant or food service delivery.

Necessary Knowledge, Skills, and Abilities:

- (A) Ability to communicate effectively orally, ability to give and understand oral instructions.
- (B) Manual dexterity.
- (C) Working knowledge of principles of human resource management, work organization, and supervision.
- (D) Ability to successfully pass a pre-employment drug screen.
- (E) Ability to successfully pass a pre-employment background check.
- (F) Ability to work under distracting conditions.
- (G) Ability to perform basic math calculations with alpha and numeric recognition.
- (H) Basic reading skills. Good memory skills.
- (I) Ability to operate food preparation equipment such as microwave, beverage dispenser, hot dog machine.
- (J) Ability to operate cash register.
- (K) Ability to withstand exposure to extreme environmental conditions.
- (L) Ability to sit, stand, and be attentive for extended periods of time.
- (M) Ability to greet and assist general public.

**SPECIAL REQUIREMENTS**

Must be available to work weekends, evenings, and holidays from Memorial Day – Labor Day, and attend off-season and in-season training meetings as required.

**TOOLS AND EQUIPMENT USED**

Concessions equipment, safety equipment, telephone, calculator, and cash register.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to reach with hands and arms. The employee frequently is required to stand, walk; and use hands to finger, push; pull; handle, feel or operate objects, tools or controls. The employee is occasionally required to sit, climb, or balance, stoop, kneel, crouch, talk, or hear.

Specific vision abilities required by this job include close vision, peripheral vision, depth perception, and the ability to adjust focus.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those and employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is typical of a recreational facility with periodic exposure to sun, wind and heat.

**SELECTION GUIDELINES**

Formal application, interview, and reference check.

The duties listed above are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment of the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approval: \_\_\_\_\_  
Supervisor

Approval: \_\_\_\_\_  
City Administrator

# City of Merriam, Kansas

## POSITION DESCRIPTION

**Class Title:** Head Lifeguard  
**Department:** Parks and Recreation  
**FSLA:** Non-Exempt  
**Physical Class:** Level 2, Light  
**WC Code:** 9015  
**Revised:** November 2014

### GENERAL PURPOSE

Assists in the supervision of pool patrons and lifeguard staff, enforces Aquatic Center rules and policies, guards and rescues swimmers.

### SUPERVISION RECEIVED

Works under the guidance of the Aquatic Center Manager, Assistant Aquatic Center Manager or Pool Supervisor

### SUPERVISION EXERCISED

Exercises supervision over lifeguards and pool patrons.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

Assists in daily scheduling of guard rotation, issues instructions to guards.

Issues instructions to lifeguards for daily opening and closing procedures in absence of Aquatic Center Manager, Assistant Aquatic Center Manager or Pool Supervisor.

Provides leadership to inexperienced lifeguards.

Administers First Aid, CPR, and emergency/safety procedures.

Administers pool patron disciplinary procedures.

Investigates and responds accordingly to public comments and complaints pertaining to maintenance, safety, and program delivery.

Other duties as deemed necessary or assigned.

### PERIPHERAL DUTIES

Assists staff in the performance of their duties.

### DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- (A) Graduation from high school or GED equivalent.
- (B) Current American Red Cross Lifeguard Certification or nationally recognized training program.
- (C) CPR for Professional Rescuer Certification or ability to obtain one prior to season opening.
- (D) Current American Red Cross Waterpark Lifeguarding Certification or ability to obtain one prior to season opening.
- (E) At least 2 years experience as a lifeguard in a municipal pool setting.

Necessary Knowledge, Skills, and Abilities:

- (A) Ability to work with limited supervision.
- (B) Knowledge of principles and practices of modern aquatic programs.

- (C) Ability to communicate effectively, verbally and in writing; ability to establish and maintain effective working relationships with employees, supervisors, and the public.
- (D) Basic reading and math skills.
- (E) Good swimming skills.
- (F) Ability to analyze situations and use judgment in responding.
- (G) Ability to remain alert for long periods of time.
- (H) Ability to perform lifesaving techniques in an emergency situation.
- (I) Ability to successfully complete a pre-employment drug-screen.
- (J) Ability to successfully complete background check if over the age of 18.

## **SPECIAL REQUIREMENTS**

Must be available to work weekends, evenings, and holidays from Memorial Day – Labor Day, and attend off-season and in-season training meetings as required.

## **TOOLS AND EQUIPMENT USED**

Pool rescue and safety equipment, telephone, calculator, photocopy machine, and cleaning equipment

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to walk, climb, sit, talk, and hear. The employee is occasionally required to use hands to finger, handle, feel, or operate objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 50 pounds and transport 10 feet with assistance. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is typical of a recreational facility including frequent exposure to sun, wind and heat.

## **SELECTION GUIDELINES**

Formal application, interview, and reference check.

The duties listed above are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment of the position.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approval: \_\_\_\_\_  
Supervisor

Approval: \_\_\_\_\_  
City Administrator

# City of Merriam, Kansas

## POSITION DESCRIPTION

**Class Title:** Lifeguard  
**Department:** Parks and Recreation  
**FSLA:** Non-Exempt  
**Physical Class:** Level 2, Light  
**WC Code:** 9015  
**Revised:** November 2014

### GENERAL PURPOSE

Enforces Aquatic Center rules and policies, guards and rescues swimmers.

### SUPERVISION RECEIVED

Works under the guidance of the Aquatic Center Manager, Assistant Aquatic Center Manager, or Pool Supervisor.

### SUPERVISION EXERCISED

Exercises supervision over pool patrons.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

Attends pre-season and in-service mandatory training to review all procedures for lifeguard duties.

Performs swimming, diving and rescue maneuvers.

Administers first aid, CPR, and emergency/safety procedures.

Guards and attends swimmers at Aquatic Center, enforcing rules and policies.

Rescues swimmers in danger of drowning.

Prevents, reports, and documents accidents.

Inspects facility and equipment.

Other duties as deemed necessary or assigned.

### PERIPHERAL DUTIES

Assists staff in the performance of their duties.

### DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- (A) Must be 15 years of age or older.
- (B) Current American Red Cross Lifeguard Certification or nationally recognized training program.
- (C) CPR for Professional Rescuer Certification or ability to obtain one prior to season opening.
- (D) Current American Red Cross Waterpark Lifeguarding Certification or ability to obtain one prior to season opening.

Necessary Knowledge, Skills, and Abilities:

- (A) Good oral communication skills.
- (B) Basic reading and math skills.
- (C) Good swimming skills.
- (J) Ability to analyze situations and use judgment in responding.
- (K) Ability to remain alert for long periods of time.

- (L) Ability to perform lifesaving techniques in an emergency situation.
- (M) Ability to successfully complete a pre-employment drug-screen.
- (N) Ability to successfully complete a background check if over the age of 18.

## **SPECIAL REQUIREMENTS**

Must be available to work weekends, evenings, and holidays from Memorial Day – Labor Day, and attend off-season and in-season training meetings as required.

## **TOOLS AND EQUIPMENT USED**

Safety and rescue equipment, telephone, cleaning equipment.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to walk, climb, sit, talk, and hear, swim, and dive. The employee is occasionally required to use hands to finger, handle, feel, or operate objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 50 pounds with assistance. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is typical of a recreational facility including frequent exposure to sun, wind and heat.

## **SELECTION GUIDELINES**

Formal application, interview, and reference check.

The duties listed above are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment of the position.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approval: \_\_\_\_\_  
Supervisor

Approval: \_\_\_\_\_  
City Administrator

## **LIFEGUARD (Additional Duties/Information)**

**Responsibilities:** By strict, courteous enforcement of the rules outlined in section IV of this handbook, we will have a safe place for citizens to swim. Regardless of the wisdom of our rules and efficiency of our enforcement, we will be faced with the possibility of accidents. Your duties then are three-fold: (1) strict, courteous enforcement of rules; (2) efficient handling of emergencies; and (3) projections of your public image as a professional.

**Enforcement:** 99% of our patrons will respond to your directions immediately, and without question, if you issue your directions in a firm, tactful, courteous manner. If you have dealt with a patron in the above manner and have not received their cooperation, the aquatic center management will stand behind you 100%; call us to handle unreasonable people. Remember, that people expect consistent enforcement.

**Emergencies:** It is assumed that guard chairs will be occupied during operating hours unless guards are relieved by the manager or the assistant manager, or if a change of the guard is taking place. If you find it an emergency to leave your chair without having time to call the office push the button on the alarm under the chair.

When the button is pushed, an alarm is activated. The roving guard, manager or the assistant manager, and all available employees proceed to the empty chair with the first aid kit and deal appropriately with the problem.

**Public Image:** Our patrons will be more receptive to your direction if they respect you. They expect to see an alert individual guarding them. Be sure that you are projecting that image by:

1. Sitting upright in your chair, rescue tube in place.
2. Keeping both feet on the floor of the chair.
3. Observing your area of the deck, aquatic center surface, and bottom.
4. Conversing only on business matters. Call the rover or aquatic center manager if a detailed explanation is needed or anything keeps you from observing your area.
5. Maintain an effective coverage during the guard change. **Watch the water.**
6. When speaking to a person from the chair, locate the individual toward the front of your chair, not at the side. Keep your eyes on the water.
7. Do not watch any area too long. Scan your entire area - deck and aquatic center. (See scan diagram at end of this section)
8. Be tactful.
9. Your personal opinions of aquatic center and/or city operations shall be confidential, the patron is not interested in your opinion, and it is improper for you as employee, to voice your opinion.
10. **USE COMMON SENSE!**

**Inclement Weather and Slow Days:** If inclement weather delays the normal opening time, an attempt will be made to open at 3:00pm for the remainder of the day. Staff scheduled to open should call in by 11:30am and check the message on the answering machine for information related to delay opening.

Job assignments on slow days will be made by the manager according to the job priorities. All employees are expected to accept and perform these assignments in an attitude of cooperation. Remember...it gets done faster if we all work together.

**50-Meter Aquatic center Coverage:** See diagram posted in Aquatic Center Manager's Office.

# City of Merriam, Kansas

## POSITION DESCRIPTION

**Class Title:** Front Desk Attendant  
**Department:** Parks and Recreation  
**FLSA:** Non-Exempt  
**Physical Class:** Level 1, Sedentary Work  
**WC Code:** 9015  
**Revised:** May 2013

### GENERAL PURPOSE

Controls and monitors facility entrance, collects daily fees, scans membership cards and records attendance.

### SUPERVISION RECEIVED

Works under the guidance of the Aquatic Center Manager, Assistant Aquatic Center Manager or Pool Supervisor.

### SUPERVISION EXERCISED

None.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

Attends the main entrance to the aquatic facility ensuring patrons entering are properly scanning pool identification cards. Patrons without season membership, responsible for collecting proper daily use fees.

Basic computer skills to operate data entry registration program with cash register functions to include cash and credit card transactions.

Keeps record of daily attendance.

Answers telephone, makes public address announcements.

Must attend mandatory training sessions required prior to the beginning of the aquatic season.

### PERIPHERAL DUTIES

Assists staff in the performance of their duties. Assists in opening and closing cleaning duties as outlined in the operations manual.

### DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- (A) Must be 16 years of age or older.
- (B) Basic education or equivalent experience.
- (C) No previous work experience required.

Necessary Knowledge, Skills, and Abilities:

- (A) Good communication skills.
- (B) Basic reading and math skills.
- (C) Ability to work under distracting conditions.
- (D) Ability to successfully complete a pre-employment drug-screen.
- (E) Ability to successfully complete a pre-employment background screening if over the age of 18.
- (F) Ability to perform basic math calculations with alpha and numeric recognition.
- (G) Ability to carry out assignments through oral and written instructions.
- (H) Ability to read and comprehend City policies and procedures.



- (I) Ability to operate a computer and learn software program related to cash operations.
- (J) Ability to sit or stand and be attentive for extended periods of time.
- (K) Ability to make and receive phone calls.
- (L) Ability to greet and assist the general public.

## **SPECIAL REQUIREMENTS**

Must be available to work weekends, evenings, and holidays from Memorial Day – Labor Day, and attend off-season and in-season training meetings as required.

## **TOOLS AND EQUIPMENT USED**

Cash register, computer, telephone, calculator, cleaning equipment.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to walk, climb, sit, talk, and hear. The employee is occasionally required to use hands to finger, handle, feel, or operate objects, tools, or controls; and reach with hands and arms.

Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is typical of a recreational facility with periodic exposure to sun, heat, and wind.

## **SELECTION GUIDELINES**

Formal application, interview, and reference check.

The duties listed above are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment of the position.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approval: \_\_\_\_\_  
Supervisor

Approval: \_\_\_\_\_  
City Administrator

## FRONT DESK ATTENDANTS (Addition Duties / Information)

### **Opening:**

1. Obtain start up cash from aquatic center manager.
2. Have ready all materials ready for opening.
3. Check cash register to be sure it is clean and ready for operation.
4. Clear counter if not done from previous night.
5. Make sure that P.A. system is turned on.
6. Log on to computer, log in with your password, prepare scanner.

### **During Operating Hours:**

1. Check walk-ups for proof of address if requesting a discounted resident rate.
2. Check Super Pass visitors for ID card and Super Pass sticker.
3. Collection and registration of the following fees: **Children Under 1 FREE**

#### Merriam Resident

\$6.00

#### Non-Resident

\$8.00

4. Sale of 10 visit punch cards – check proof of address, log sale for tracking purposes  
Merriam resident: \$54.00  
Non-resident: \$63.00
5. Sale of Concession punch cards – log sale for tracking purposes  
Concession punch cards \$15.00 – credit card and cash only
6. **Answering all phone calls:**
  - a. Answer all phone calls “Merriam Aquatic Center-May I help you?”
  - b. Paging children to go home is a regular procedure.
  - c. Patrons should not be paged to answer the phone.
  - d. If a caller says the call is an emergency, check the nature before paging.
7. Be firm and courteous in enforcement of rules. If the situation is beyond control, call a manager or assistant manager.
8. Provide information on sale of Aquatic Center season passes. **All Season Passes are sold at the Community Center. Detailed information is provided in the Parks and Recreation catalogues found in the brochure rack.**
9. It is your responsibility to keep patrons and friends from loitering around the front desk.
10. Announce safety checks. A copy of what you are to read is located next to the microphone. Do not let anyone else do this.
11. Let the manager know if you have an excessive amount of cash. Normally, the manager will come and transfer this money to the safe.

### **Closing:**

1. Announce that the aquatic center will be closing at 8:00pm.
2. Attendance logs can be viewed through RecTrac. This report is produced nightly and reported to the manager.
3. Clear the register and make ready for the next day.
4. Help straighten up the basket room and clean for next day.
5. Log off computer and shut down.

# City of Merriam, Kansas

## POSITION DESCRIPTION

**Class Title:** Slide Attendant  
**Department:** Parks and Recreation  
**FLSA:** Non-Exempt  
**Physical Class:** Level 1, Sedentary Work  
**WC Code:** 9015  
**Revised:** November 2014

### GENERAL PURPOSE

Attends water slide, gives directions to riders.

### SUPERVISION RECEIVED

Works under the close supervision of the Aquatic Center Manager, Assistant Aquatic Center Manager, or Pool Supervisor.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

Enforces slide height regulations.

Operates power and emergency switch for slides.

Attends top or bottom of water slide platform, gives directions to patrons.

### PERIPHERAL DUTIES

Assists staff in the performance of their duties.

### DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- (A) Minimum age 16 for Slide Attendants
- (B) Basic education or equivalent experience
- (C) No previous work experience required

Necessary Knowledge, Skills, and Abilities:

- (A) Manual dexterity.
- (B) Good communication skills.
- (C) Basic reading skills. Good memory skills.
- (D) Ability to successfully complete a pre-employment drug-screen
- (E) Ability to work under distracting conditions.
- (F) Ability to carry out assignments through oral and written instructions.
- (G) Ability to withstand exposure to extreme environmental conditions.
- (H) Ability to sit, stand, and be attentive for extended periods of time.
- (I) Ability to greet and assist general public.

### SPECIAL REQUIREMENTS

Must be available to work weekends, evenings, and holidays from Memorial Day – Labor Day, and attend off-season and in-season training meetings as required.

## **TOOLS AND EQUIPMENT USED**

Safety equipment, and power and emergency switch

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to reach with hands and arms. The employee frequently is required to stand, walk; and use hands to finger, push; pull; handle, feel or operate objects, tools or controls. The employee is occasionally required to sit, climb, or balance, stoop, kneel, crouch, talk, or hear.

Specific vision abilities required by this job include close vision, peripheral vision, depth perception, and the ability to adjust focus.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those and employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is typical of a recreational facility including periodic exposure to sun, wind, and heat.

## **SELECTION GUIDELINES**

Formal application, interview, and reference check.

The duties listed above are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment of the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approval: \_\_\_\_\_  
Supervisor

Approval: \_\_\_\_\_  
City Administrator

### **SLIDE ATTENDANT (Additional Duties / Information)**

1. Enforces all rules on posted signs.
2. Monitors aquatic center patrons going up stairs to high slides.
3. Monitors aquatic center patrons going down the slides.
4. Informs lifeguards of any problems relating to slide rules.

### **CLOSING DUTIES**

1. Men's Floors>Showers – Hose Front
2. Men's Toilets/Sinks, soap, Toilet Paper and Paper Towels
3. Women's Floors>Showers – Hose Basket Room
4. Women's Toilets/Sinks, Soap, Toilet Paper, Paper Towels, Hygiene trash cans
5. Take out Trash & replace liners: Guard room, office, Men's/Women's restrooms, Basket room, Front
6. Furniture (Baby and big pool)
7. Sweep inside (Baby pool, Big Pool, Pyramid, Slides)
8. Sweep outside (around the pool property and parking lot)

# City of Merriam, Kansas

## POSITION DESCRIPTION

**Class Title:** Concession Attendant  
**Department:** Parks and Recreation  
**FLSA:** Non-Exempt  
**Physical Class:** Level 2, Light  
**WC Code:** 9015  
**Revised:** November 2014

### GENERAL PURPOSE

Prepares concessions, serves customers, and operates cash register.

### SUPERVISION RECEIVED

Works under the close supervision of the Concession Supervisor and/or Aquatic Center Manager, Assistant Aquatic Center Manager or Pool Supervisor.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

Prepare the facility for daily opening and closing.

Prepare menu items for consumption by pool patrons.

Waits on pool patrons and takes food/beverage orders.

Prepares or retrieves requested food item.

Operate a variety of food preparation devices such as: microwave oven, hot dog machine, and cheese dispenser.

Ensures shelves are stocked with supplies.

Delivers requested food/beverage item and collects fees.

Operates cash register to record sale; performs accurate cash transactions. Assists in completing daily cash reporting records.

Cleans and sanitizes concession stand, food preparation equipment and restrooms. Maintain the cleanliness of concession stand and surrounding area.

Dumps trash, replaces trash liners.

Moves and sets up concessions furniture.

### PERIPHERAL DUTIES

Assists staff in the performance of their duties.

### DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- (A) Must be at least 15 years of age.
- (B) Basic education or equivalent experience.
- (C) No previous work experience required.

Necessary Knowledge, Skills, and Abilities:

- (A) Manual dexterity.
- (B) Good communication skills.
- (C) Ability to successfully pass a pre-employment drug screen.
- (D) Basic reading and math skills. Good memory skills.
- (E) Ability to work under distracting conditions.
- (F) Ability to perform basic math calculations with alpha and numeric recognition.
- (G) Ability to carry out assignments through oral and written instructions.
- (H) Ability to operate food preparation equipment such as microwave, cheese dispenser, hot dog machine.
- (I) Ability to operate cash register.
- (J) Ability to withstand exposure to extreme environmental conditions.
- (K) Ability to sit, stand, and be attentive for extended periods of time.
- (L) Ability to greet and assist general public.

## **SPECIAL REQUIREMENTS**

Must be available to work weekends, evenings, and holidays from Memorial Day – Labor Day, and attend off-season and in-season training meetings as required.

## **TOOLS AND EQUIPMENT USED**

Concessions equipment, safety equipment, telephone, calculator, and cash register.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to reach with hands and arms. The employee frequently is required to stand, walk; and use hands to finger, push; pull; handle, feel or operate objects, tools or controls. The employee is occasionally required to sit, climb, or balance, stoop, kneel, crouch, talk, or hear.

Specific vision abilities required by this job include close vision, peripheral vision, depth perception, and the ability to adjust focus.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those and employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is typical of a recreational facility with periodic exposure to sun, wind and heat.

## **SELECTION GUIDELINES**

Formal application, interview, and reference check.

The duties listed above are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment of the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approval: \_\_\_\_\_  
Supervisor

Approval: \_\_\_\_\_  
City Administrator

## **CONCESSION ATTENDANT (Additional Duties / Information)**

### **Opening:**

1. Food service employees will be given \$75.00 each day by aquatic center manager for opening.
2. Once the food service is open, the register is not to be left unattended.
3. If the air-conditioner is not on, turn it on.
4. Sweep and mop floor if needed.
5. Make sure that everything is restocked and is in order for business, i.e. make sure everything is clean.
6. Prepare a bucket of bleach and water.
7. Check patio and make sure that tables are clean and patio floor is clean.

### **Closing:**

1. Take inventory
2. Restock:
  - a. Freezers and refrigerators
  - b. Ketchup and mustard
  - c. Cups
  - d. Napkins
  - e. All chips
  - f. All candy
  - g. Ice Cream
3. Clean
  - a. Microwaves
  - b. Coke machine
  - c. Hot dog machine
  - d. All counters
  - e. Sweep and then damp mop floor; sweep behind everything, even if you have to move things.
  - f. Turn off air-conditioner.

### **Use of Registers:**

1. Employees are to register each transaction in the cash register.
2. Cash register must be closed after each transaction. Never leave the cash drawer open, even during the busy time of day.
3. The Manager or concession supervisor will remove cash in the excess of \$100.00 during the day and evening hours.
4. Food service employees are not to take money to the manager. Request that excess cash be removed.

### **Closing:**

1. Concession supervisor will run a "Z" report from register.
2. Separate out start cash of \$75 according to the closing report.
3. Count the cash in the drawer by denomination. Total each denomination and compare to the "Z" tape.
4. Record product sales on inventory sheet for reference.
5. Manager on duty to recount deposit and ask for justification for overages/shortages of greater than \$5.
6. Manager will inspect concession and patio. Employees cannot leave until this has been done.



**Service:** You must always remember that we are here to serve the aquatic center patrons. Our entire operation has been based on making the Merriam Aquatic Center a pleasant recreational experience. It is your responsibility to provide patrons with their food needs as quickly and pleasantly as possible. The patron must leave the window impressed with our courteous and tactful approach.

**Food Quality:** It is our intention to provide our patrons with high quality food. Never dispense merchandise which is questionable in terms of preparation, shelf life, etc. If you have doubts, check with the concession supervisor or aquatic center manager.

**Employee Business:**

1. **No employee** will be allowed to be served out of turn.
2. There will be no scheduled breaks. If you need to leave the concession area, check with the concession supervisor or aquatic center manager.
3. Knowing that our work area is small, only food service employees, management, and vendors are allowed inside the serving area. Other employees (lifeguards) and the public are **NEVER** allowed inside.

**Opening and Closing Procedures:** Sheets are provided as checklists. Be sure to indicate on the sheets by checking off completed items and signing your name.

**Appearance:** It is extremely important that your appearance be neat and clean. The City will provide you with shirts. It is your responsibility to see that these items are clean and worn at all times while on duty. Remember that you are handling people's food. The patrons will notice your hands - wash them frequently and always after using the restroom.

**Food Service Policies:**

1. Check closing and opening duties to make sure that you have completed all tasks.
2. Wear a hat and clean shirt while on duty.
3. Do not sit with your feet on the counters.
4. Put every sale into the register and close the drawer afterwards.
5. Your friends must not hang around while you are working – even on slow days.
6. Keep the door closed at all times. Keep serving windows closed when not serving a customer.
7. Keep the air-conditioning on during hot days.
8. Keep the radio volume at a reasonable level.
9. Do not eat while working.
10. Use tongs, not your hands, for food at all times.
11. Wear food service gloves while preparing and serving food.
12. **Be courteous and polite at all times.**
13. Be alert and serve customers promptly. Do your best to keep the lines moving.
14. Deliveries:
  - a) Make sure that they deliver what is on the invoice; notify supervisor if there is a discrepancy.
  - b) Make sure that they total everything on the invoice.
  - c) We do not pay sales tax on the products
  - d) Put away all food items ASAP.
  - e) Sign each and every invoice.
  - f) Don't let a vendor try to talk you into taking something that we did not order.
15. Check patio throughout the day and clean as needed. **This is everyone's responsibility!**

# City of Merriam, Kansas

## POSITION DESCRIPTION

**Class Title:** Aquatic Center Maintenance Worker  
**Department:** Parks and Recreation  
**FLSA:** Non-Exempt  
**Physical Class:** Level 3, Medium  
**WC Code:** 9015  
**Revised:** November 2014

### GENERAL PURPOSE

Performs a variety of semi-skilled tasks in the custodial care and maintenance of the City aquatic facility.

### SUPERVISION RECEIVED

Works under the close supervision of the Aquatic Center Manager.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

Prepares facility for seasonal opening and closing; cleans and fills pools, prepares bathhouse, play features, deck, concession stand, offices for use.

Vacuums pool basins, performs routine maintenance of water slides.

Cleans and sanitizes decks and sidewalks.

Maintains plantings in deck landscaped area.

Picks up litter from around buildings and grounds. Dumps garbage and relines cans with liners.

Receives deliveries and supplies. Runs errands to purchase supplies.

Performs minor routine maintenance tasks such as painting, changing light bulbs, repairing deck chairs.

Tests water for proper chemical balance. Detects color variances in test samples.

Moves and sets up deck furniture.

### PERIPHERAL DUTIES

Assists staff in the performance of their duties.

### DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- (A) Graduation from high school or GED equivalent.

Necessary Knowledge, Skills, and Abilities:

- (A) Working knowledge of equipment, materials and supplies used in building and grounds and aquatic facility maintenance; working knowledge of equipment and supplies to do minor repairs; some knowledge of applicable safety precautions.
- (B) Ability to successfully complete pre-employment drug-screen and background check.
- (C) Skill in operation of listed tools and equipment.
- (D) Ability to work independently and to complete daily activities according to work schedule; ability to lift heavy objects, walk, and stand for long periods of time; ability to communicate effectively, verbally and in

writing; ability to use equipment and tools properly and safely; ability to understand and follow written and verbal instructions; ability to establish effective working relationships.

## **SPECIAL REQUIREMENTS**

Valid Kansas State Driver's License or the ability to obtain one. Must be available to work a variety of hours, including weekends, evenings and holidays from May 15 – Labor Day weekend, and attend off-season and in-season training meetings as required.

## **TOOLS AND EQUIPMENT USED**

Pool vacuums, various cleaning equipment, miscellaneous tools, ladders, painting equipment, telephone, lawn mower, and safety equipment.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to reach with hands and arms. The employee frequently is required to stand, walk; and use hands to finger, push; pull; handle, feel or operate objects, tools or controls. The employee is occasionally required to sit, climb, or balance, stoop, kneel, crouch, crawl, talk, or hear.

The employee must follow all city employee safety procedures. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those and employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is typical of a recreational facility with periodic exposure to sun, wind and heat.

## **SELECTION GUIDELINES**

Formal application, interview, and reference check.

The duties listed above are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment of the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approval: \_\_\_\_\_  
Supervisor

Approval: \_\_\_\_\_  
City Administrator

## **City of Merriam, Kansas POSITION DESCRIPTION**

**Class Title:** Water Safety Instructor  
**Department:** Parks and Recreation  
**FLSA:** Non-Exempt  
**Physical Class:** Level 2, Light Work  
**WC Code:** 9015  
**Revised:** July 2015

### **GENERAL PURPOSE**

Performs routine public contact and safety work in teaching swimming lessons.

### **SUPERVISION RECEIVED**

Works under the guidance of the Pool Supervisor, Aquatic Center Manager or Assistant Aquatic Center Manager.

### **SUPERVISION EXERCISED**

Exercises supervision over group swim lesson participants.  
May exercise supervision over private swim lesson participants.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

Attend pre-season and in-service mandatory training to review all procedures for instructor duties.

Maintain records and statistics for swim lesson programs.

Responds to inquiries about swim lessons; provides information to students and parents.

Monitors the use of the pool; enforces safety rules.

Administer first aid, CPR, and emergency/safety procedures when necessary.

Rescue swimmers in danger of drowning.

Performs other duties as deemed necessary or assigned.

### **GROUP LESSON SPECIFIC RESPONSIBILITIES**

Teaches swim lessons according to prescribed routine and curriculum as established by the Pool Supervisor.

Tests program participants for swimming skill levels; recommends participants for more advanced classes when applicable.

### **PRIVATE LESSON SPECIFIC RESPONSIBILITIES**

Evaluates private swim lesson participant and establishes lesson plan to help participant achieve desired goal.

Teaches swim lessons according to prescribed routine and curriculum that was developed during evaluation and reviewed with Pool Supervisor.

Tests program participants for swimming skill levels.

### **PERIPHERAL DUTIES**

Assists staff in the performance of their duties.

## DESIRED MINIMUM QUALIFICATIONS

### Education and Experience:

- (A) Must be 16 years of age or older.
- (E) Current American Red Cross Water Safety Instructor Certification or nationally recognized training program.
- (F) CPR for Professional Rescuer Certification or ability to obtain one prior to season opening.
- (G) Current American Red Cross Waterpark Lifeguarding Certification or ability to obtain one prior to season opening.

### Necessary Knowledge, Skills, and Abilities:

- (A) Good oral communication skills.
- (B) Basic reading and math skills.
- (C) Ability to successfully complete a pre-employment drug screen.
- (D) Ability to successfully complete a pre-employment background screening if over the age of 18.
- (E) Good swimming skills.
- (O) Ability to analyze situations and use judgment in responding.
- (P) Working knowledge of the equipment, facilities, operations, and techniques used in teaching swim lessons.
- (Q) Ability to remain alert for long periods of time.
- (R) Ability to perform lifesaving techniques in an emergency situation.

## SPECIAL REQUIREMENTS

Must be available to work mornings, weekends, evenings, and holidays from Memorial Day – Labor Day, and attend off-season and in-season training meetings as required.

## TOOLS AND EQUIPMENT USED

Safety and rescue equipment, telephone.

## PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to walk, climb, sit, talk, and hear, swim, and dive. The employee is occasionally required to use hands to finger, handle, feel, or operate objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 50 pounds with assistance. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

## WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is typical of a recreational facility with frequent exposure to sun, wind and heat.

## SELECTION GUIDELINES

Formal application, interview, and reference check.

The duties listed above are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment of the position.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approval: \_\_\_\_\_  
Supervisor

Approval: \_\_\_\_\_  
City Administrator

# City of Merriam, Kansas

## POSITION DESCRIPTION

**Class Title:** Head Swim or Dive Team Coach  
**Department:** Parks and Recreation  
**FLSA:** Exempt  
**Physical Class:** Level 2, Light  
**WC Code:** 9015  
**Revised:** November 2014

### GENERAL PURPOSE

Plans and organizes swim team practices and swim meets.

### SUPERVISION RECEIVED

Works under the guidance of the Aquatic Center Manager

### SUPERVISION EXERCISED

Exercises supervision over assistant coach, team members and volunteers

### ESSENTIAL DUTIES AND RESPONSIBILITIES

Plans and organizes daily practices

Prepares entry cards for swim or dive team meets. Determines qualifications or standards for participation

Attends parents' meetings, league meetings, and special functions planned for swim and dive team

Demonstrates and gives stroke and/or dive instruction, critiques team members' performance

Meets with pool manager to coordinate plans

Coordinates meet volunteers

### DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- (A) High school education or GED equivalent.
- (B) Must be eighteen years of age or older.
- (C) Previous competitive swimming or diving experience. Previous coaching experience.

Necessary Knowledge, Skills, and Abilities:

- (A) Excellent oral communication skills.
- (B) Basic reading and math skills.
- (C) Current American Red Cross Lifeguard Certification or ability to obtain one prior to season opening.
- (D) CPR for Professional Rescuer Certification or ability to obtain one prior to season opening.
- (F) Ability to successfully complete a pre-employment drug-screen and background check.
- (F) Competitive swimming skills.
- (G) Ability to read and comprehend city and league policies and procedures.
- (H) Ability to exhibit diplomacy and judgment when dealing with children, parents, and league and meet officials.
- (I) Ability to train and guide others.
- (J) Ability to work in a hectic environment with many interruptions.

- (K) Ability to analyze problems and recommend possible solutions.
- (L) Ability to recognize unsafe situations and take corrective action.
- (M) Ability to communicate to team members and parents in an effective manner.
- (N) Ability to demonstrate competitive strokes or dives.
- (O) Ability to withstand temperature extremes.

## **SPECIAL REQUIREMENTS**

Must be available to work weekends, evenings, and holidays, and attend evening and off-season meetings as required.

## **TOOLS AND EQUIPMENT USED**

Safety equipment, telephone, calculator, photocopy machine

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to walk, climb, swim, dive, sit, talk, and hear. The employee is occasionally required to use hands to finger, handle, feel, or operate objects, tools, or controls; and reach with hands and arms.

Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is typical of a recreational facility including periodic exposure to sun, wind, and heat.

## **SELECTION GUIDELINES**

Formal application, interview, and reference check.

The duties listed above are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment of the position.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approval: \_\_\_\_\_  
Supervisor

Approval: \_\_\_\_\_  
City Administrator

# City of Merriam, Kansas

## POSITION DESCRIPTION

**Class Title:** Assistant Swim or Dive Team Coach / Pre-Comp Coach  
**Department:** Parks and Recreation  
**FLSA:** Non-Exempt  
**Physical Class:** Level 2, Light  
**WC Code:** 9015  
**Revised:** November 2014

### GENERAL PURPOSE

Assists in the organization of swim or dive team practices and meets

### SUPERVISION RECEIVED

Works under the guidance of the Head Coach

### SUPERVISION EXERCISED

Exercises supervision over team members

### ESSENTIAL DUTIES AND RESPONSIBILITIES

Assists in conducting daily practices of recreational swim or dive team

Demonstrates and gives stroke and/or dive instruction, critiques team members' performance

Meets with head coach to coordinate plans

### DESIRED MINIMUM QUALIFICATIONS

#### Education and Experience:

- (A) High school education or GED equivalent.
- (B) Must be eighteen years of age or older.
- (B) Previous competitive swimming or diving experience. Previous coaching experience helpful.

#### Necessary Knowledge, Skills, and Abilities:

- (A) Excellent oral communication skills.
- (B) Basic reading and math skills.
- (C) Ability to successfully complete a pre-employment drug-screen and background check.
- (D) CPR skills.
- (E) Competitive swimming and or diving skills.
- (F) Ability to read and comprehend city and league policies and procedures.
- (G) Ability to exhibit diplomacy and judgment when dealing with children, parents, and league and meet officials.
- (H) Ability to train and guide others.
- (I) Ability to work in a hectic environment with many interruptions.
- (J) Ability to analyze problems and recommend possible solutions.
- (K) Ability to recognize unsafe situations and take corrective action.
- (L) Ability to communicate to team members and parents in an effective manner.
- (M) Ability to demonstrate competitive strokes or dives.
- (N) Ability to withstand temperature extremes.



## **SPECIAL REQUIREMENTS**

Must be available to work weekends, evenings, holidays, and attend evening and off-season meetings as required.

## **TOOLS AND EQUIPMENT USED**

Safety equipment, telephone, calculator, photocopy machine

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to walk, climb, swim, dive, sit, talk, and hear. The employee is occasionally required to use hands to finger, handle, feel, or operate objects, tools, or controls; and reach with hands and arms.

Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is typical of a recreational facility with periodic exposure to sun, wind, and heat.

## **SELECTION GUIDELINES**

Formal application, interview, and reference check.

The duties listed above are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment of the position.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approval: \_\_\_\_\_  
Supervisor

Approval: \_\_\_\_\_  
City Administrator

# **ADMISSION PROCEDURE AND REGULATIONS**

## V. AQUATIC CENTER ADMISSION PROCEDURES AND REGULATIONS

### A. Daily Walk-In Admission Policies

**Merriam Residents:** A Merriam resident may gain admission to the Aquatic Center by presenting state issued identification and purchasing a 10-visit punch card or paying the daily resident walk-up fee. Proof of residency will include a driver's license with a Merriam address, Youth who are not accompanied by a parent and do not have a driver's license must purchase a resident photo ID card at the community center by furnishing proof of residency.

**Non-Resident:** A non-resident is anyone not residing in Merriam. They may gain admission by purchasing a 10-visit punch card or by paying the non-resident fee.

**Aquatic Center Employee Guest Policy:** There are no special provisions for friends of Aquatic Center employees. Regular admission policies apply to all friends or relatives of employees.

### B. Season Pass Policies and Fees:

Season passes are available for Merriam residents and non-residents, and are sold at the Irene B. French Community Center.

## SEE SUMMER DEPARTMENT BROCHURE FOR MORE DETAILED INFORMATION

### C. Aquatic Center Regulations

The following are general items to be observed and enforced throughout the facility.

- No glass containers anywhere in facility. Take glass items to managers' office where item can be claimed by patron.
- Smoking is prohibited within the complex, grounds and parking lot.
- Food and drink allowed only in concession patio area.
- Patrons are not allowed to bring in own coolers and/or food and drink.
- No running anywhere on pool deck, in zero depth pool or in gutters.
- Boisterousness, profanity, fighting, and inappropriate behavior are not tolerated.
- Spitting, spouting water or blowing nose into water is prohibited.
- Patrons with open sores or any infectious diseases are not permitted in facility.
- All swimmers must wear a bathing suit. T-shirts may be worn into the water with approval of the manager.
- Infants and toddlers who are not toilet trained are required to wear swim diapers such a "Little Swimmers" underneath swim suits. Diapers must be changed in the locker room, not on deck.
- No unnecessary conversation with lifeguards.

### Swimming and Diving Aquatic center

**Use of these areas:** The use of the diving and deep water area is restricted to persons who can swim the width of the 50-meter pool.

### Safety Rules - 50-Meter Pool

- An adult or guardian must be within arm's length of any child considered a non-swimmer or a child that requires a lifejacket.

- A coast guard approved life vest is the only flotation device approved for use in 50 meter pool. Parent or guardian age 14 & older must be within arm's reach of child wearing life vest.
- Arm "floaties" are approved for use by children providing that the parent or guardian is within arm's reach of child.
- The following toys are approved for use in 50-meter pool: pool noodles, round nerf balls no larger than softball, swim fins and swim masks (swim fins and masks must be kept out of diving well). Use may be restricted by manager during crowded conditions.
- Diving from edge of pool is prohibited except in 6-foot area. Diving where permitted must be straight out.
- Somersaults, cannon balls, can openers, etc. is prohibited from side of pool.
- Dunking, splashing and riding on other person shoulders or other acts of horse play are prohibited. Any games endangering swimmers or sunbathers are prohibited.
- Ladder Tag, Marco Polo, and keep away games are allowed except when they get out of control and interfere with others enjoyment of pool.

### **Safety Rules for Diving Boards**

- One person on the board at a time.
- Walking back from end of diving board is prohibited.
- One bounce allowed on the diving board. Practice bounces are prohibited.
- Fulcrum must be kept in forward (least bouncy) position during public swim.
- Diving from side prohibited.
- The only swimming allowed will be from dive recovery to proper ladder.
- No handstand dives, headstand dives, sit-drop dives, or any other type of horseplay on the diving boards.

### **Safety Rules for Zero Depth Pool**

- Use of pool restricted to children age 8 and under accompanied by a parent or guardian age 14 & older. There will be cases when an older child who is being accompanied by an adult and not disturbing the younger children will be permitted to use this pool. Adults should not be permitted to occupy space needed for children.
- Permitted toys are small plastic toys; inflatable toys-use may be restricted by manager during crowded conditions.
- Permitted swim aids are swim rings and arm floats.
- Rules for themed water slide is posted at pool, a maximum height of 41" for riders will be enforced.
- Rules for water features, whale slide and floating lobster are posted and must be enforced.

### **Safety Guidelines for Whale Slide and Floating Lobster**

- The slide manufacturer recommendations for all safety rules will be enforced. Failure to follow rules can result in serious injury.
- The lifeguard staff or pool management will instruct participants regarding the safe operation of the water play features.
- The whale slide is designed and intended for use by tots and small children. The maximum weight limit is 125 pounds.
- Children must be in the company of a person age 14 or older in order to ride the slide.
- Children must ride feet first while sitting up, riding on stomach or headfirst is not permitted.
- Only one rider at a time on the slide, lifeguards will not catch riders as they exit the slides.

- Swim suits are required, no combs or foreign objects are allowed in pockets and no jewelry can be worn while playing on the children's play elements.
- The floating lobster is designed and intended for use by small children. No more than two children may ride the lobster at one time; weight limits are not to exceed 250 pounds at one time.

### **Safety Guidelines for Water Play Features**

- The water features are designed and intended for use by tots and small children.
- No climbing or crawling on water features.

### **Water Slide Rules**

- All riders must be at least 42" tall or have prior approval from management in order to ride the waterslide.
- No combs or foreign objects are allowed in pockets and no jewelry can be worn while riding the slide. No cut-off jeans; only swim suits allowed.
- Riders must enter the slide in a sitting position and wait for instructions from the guard stationed at the slide starter tub.
- All riders must ride feet first while lying on their back. Absolutely no riding on stomach or headfirst is permitted.
- Riders should lie on their back with arms crossed across their chest or hands clasped behind their head with their legs crossed at the ankles.
- Only one rider at a time. Absolutely no trains or chains of riders are permitted.
- No tubes, mats, or life jackets are permitted on the waterslide.
- The line should form on the deck with one rider on each landing and one rider in the starter tub.
- Riders must be in good health. Pregnant women or individuals with heart or back condition should not use this ride.
- Do not use this slide while under the influence of alcohol or drugs.
- Follow the instructions of the slide attendant.
- No running, standing, kneeling, rotating, tumbling, or stopping in the flume. Arms and hands must remain inside the flume.
- No diving from the slides.
- Leave the plunge pool promptly after entering.

### **Safety Check Guidelines**

A 10-minute safety check will occur at the beginning of each hour. All persons under age 18 must exit the pool. Admittance to the zero-depth pool will be restricted to children age 8 & under if accompanied by an adult during safety checks.

#### **A. Rescues:**

The manager or assistant manager is present whenever the public is using one or more of the pools. If a guard leaves his/her chair to respond to an emergency, he/she first presses a button underneath their chair which sounds a loud bell. The manager, head guard, and all guards that are not in their chairs or on break, proceed immediately to the location of the emergency. All other personnel are asked to observe from a distance whether or not help is needed. The manager will direct whatever assistance is needed.

If the injury or illness is severe, the head guard or another lifeguard is sent to the office to call Med Act (911)

Aquatic center Personnel will attempt to notify the victim's family before Med Act arrives. The head guard will accompany the victim to the hospital if an adult member of the family is not present by the time Med Act leaves.

The aquatic center manager completes an emergency report form to be filed at the aquatic center office, and sends a copy to the Director of Parks and Recreation. All written reports must be filed within 24 hours.

**B. Crisis:**

1. Weather

- a. In case of an emergency or threatening weather, any aquatic center patron that is still in the aquatic center will be directed to the filter room to remain until an all clear signal has been sounded or the aquatic center manager or his assistant has deemed it safe to return. An attempt will be made to contact the parents of any child that is still at the aquatic center.

2. Gunfire

- a. In the event of gunfire, the aquatic center manager will direct what action is to take place. We need to direct our patrons and aquatic center employees to the safest area of the complex.

# **AQUATIC CENTER EMERGENCY PROCEDURE**

## **Merriam Aquatic Center Emergency Weather Procedures**

Weather conditions are monitored by Pool Management via National Weather service on pager and lightning detector.

### **Severe Weather-Lightning detected by scanner**

1. Manager reads announcement: "May I have your attention. Lightning has been detected in the area, please clear the pool immediately and stay away from the water."
2. "Chair" lifeguards blow whistle; then give verbal instructions to clear the pool.
3. "Down" lifeguards assist in clearing the pool.
4. Patrons are directed to leave facility or stay in the bathhouse.
5. Staff will attempt to contact parents of unaccompanied children.
6. All staff must remain in building until Manager give "all clear" of Facility is closed for day.
7. Manager continues to monitor weather until local conditions are lightning free for at least 30 minutes.
8. Based upon monitored conditions, Manger may re-open facility or close it for the remainder of the day.

### **Tornado Watch**

1. Manager will monitor weather conditions with National Weather Service pager and radio. Will call Fire Department for confirmation.
2. When Tornado Watch exists, Manger reads announcement: "May I have your attention, we have been informed that we are in a Tornado Watch. Weather conditions will be monitored, please be prepared to move to shelter."
3. Manger continues to monitor weather until local conditions improve or a Tornado Warning is declared.
4. Based upon monitored conditions, Manger may elect to close facility for the day.

### **Tornado Warning**

1. Siren will activate.
2. Manger reads announcement: "This is a tornado warning. Please clear the pool immediately and go the shelter inside the filter room."
3. "Chair" lifeguards blow whistles; give verbal instructions to clear the pool.
4. "Down" lifeguards assist in clearing the pool.
5. Concessions attendants open north exit gate and leads patrons to filter room.
6. Head Lifeguard takes keys, first aid kit, cordless phone, and radio to filter room.
7. Cashier leads patrons inside bathhouse to filter room.
8. All staff except Manager go to filter room.
9. Manager verifies all patrons and staff has taken shelter and goes to filter room.
10. If filter room is not adequate to shelter all patrons, Manager leads extra patrons to City Hall shelter.
11. Manager waits for all-clear announcement on radio and allows patrons to vacate shelter.
12. Staff assists unaccompanied children in notifying parents.



## **Merriam Aquatic Center Emergency Action Plan**

Guard responds to an emergency and activates the Emergency Action Plan (E.A.P.)

### **Main Pool**

1. Down guards take over area.
2. Down guards assist 1<sup>st</sup> guard.
3. 911 is called IF NEEDED.
4. Manager is notified
5. Down guards handle crowd.
6. Down guards assist EMS
7. Down guard clears pool IF NEEDED.
8. Guard and Manager fill out proper forms
9. Manager looks at area and makes changes if needed.
10. Staff goes back to work.

### **Zero Depth Pool**

1. Down guards take over area.
2. Down guards assist 1<sup>st</sup> guard.
3. 911 is called IF NEEDED.
4. Manager is notified.
5. Down guards handle crowd.
6. Down guards assist EMS.
7. Attendant stops water slide
8. Attendant clears pool
9. Guard and Manager fill out proper forms.
10. Manager looks at area and makes changes if needed.
11. Staff goes back to work.

### **Catch Pool**

1. Stairwell attendant sounds air horn.
2. Platform attendant stops water to slide.
3. Down guards assist 1<sup>st</sup> guard.
4. 911 is called IF NEEDED.
5. Manager is notified
6. Down guards handle crowd.
7. Attendants clear deck area and pool
8. Down guards assist EMS.
9. Guard and Manager fill out proper forms.
10. Manager looks at area and makes changes if needed.
11. Staff goes back to work

### **Deck Area**

1. Guard assesses injury and activates E.A.P IF NEEDED.
2. Down guard gets manager.
3. Down guards do crowd control.
4. Down guard calls 911 IF NEEDED.
5. Victim is taken to First Aide.
6. Guard stays with victim.
7. Guard and Manager fill out proper forms.
8. Manager looks at area and makes changes if needed.
9. Staff goes back to work.

## **Merriam Aquatic Center Fecal Accident Action Plan**

Fecal accident is reported, Manager is notified.

### **Procedure for “solid” feces accident in zero depth pool or plunge pool:**

1. Lifeguards and attendants clear pool of patrons.
2. Manager removes feces with skimmer net and flushes in toilet.
3. Drain pool into sanitary sewer.
4. Affected area is scrubbed, hosed and manually super chlorinated with HTH to achieve disinfection.
5. Backwash filters.
6. Re-fill pool, adjust chemicals, and re-open to public.
7. Backwash filters a 2<sup>nd</sup> time.
8. Document clean-up procedures in Managers log.

### **Procedure for “solid” feces accident in 50 meter pool:**

1. Lifeguards clear area of patrons.
2. Manager removes feces with skimmer net and flushes in toilet.
3. Affected area is scrubbed and manually super chlorinated with HTH to achieve disinfection.
4. Backwash filters.
5. Area is re-opened after 60 minutes.
6. Backwash filters a second time.
7. Record clean-up procedures in Managers log.

### **Procedure for diarrheal accident in zero depth pool or plunge pool:**

1. Lifeguards and attendants clear pool immediately of patrons.
2. Fecal deposit is removed from pool by Manager, using protective clothing and gloves. Flush deposit in toilet.
3. Drain pool into sanitary sewer.
4. Affected area is scrubbed, hosed and manually super-chlorinated with HTH to achieve disinfection.
5. Backwash filters.
6. Fill pool.
7. Raise chlorine residual to a minimum of 20ppm to achieve disinfection value of 9600.
8. Re-circulate pool water for 8 hours minimum.
9. Backwash filters a second time.
10. De-chlorinate pool and restore water balance to 3ppm.
11. Re-open pool.
12. Document clean-up in Managers log.

### **Procedure for diarrheal accident in 50-meter pool:**

1. Lifeguards and attendants clear pool immediately of patrons.
2. Fecal deposit is removed from pool by Manager, using protective clothing and gloves. Flush deposit in toilet.
3. Backwash filters.
4. Scrub affected areas with HTH to achieve disinfection.
5. Raise chlorine residual to a minimum to 20 ppm to achieve disinfection value of 9600.
6. Re-circulate pool water for 8 hours minimum.
7. Backwash filters a second time.
8. De-chlorinate pool and restore water balance to 3ppm.
9. Re-open pool.
10. Document clean-up procedures in Managers log.

# **AQUATIC CENTER ACCIDENTS (EMPLOYEE OR PATRON)**

## VII. AQUATIC CENTER EMPLOYEE ACCIDENTS

When any employee of the City of Merriam is injured while on duty the following procedures will be followed:

### **CALL OR NOTIFY YOUR SUPERVISOR IMMEDIATELY!**

**Documentation:** In all cases, a Personal Injury/Accident/Incident Investigation Report will be filled out by:

- The injured employee
- The on-duty supervisor
- Any employee that witnesses the accident

This form is available in the manager's office.

The completed forms are then forwarded immediately for review and signatures. Accident investigation Reports must be detailed and complete as possible.

### **Serious Injury or Medical Emergency – CALL 911**

**Emergency Treatment:** Employees that require immediate emergency treatment will go directly to Shawnee Mission Medical Center Emergency Room. They will be transported by another employee, an ambulance, or as most appropriate depending on the situation.

**Minor Injury:** First aid should be provided on site by manager on duty.

**For non-emergency, medical treatment** or a Post-Accident Drug Screening a treatment authorization form must be filled out by Human Resources if accident occurs during normal business hours at City Hall (M-F 8:00am-4:30pm). The "on duty" pool manager can authorize treatment after normal city hall business hours.

Transportation to the treatment facility may need to be provided by another employee or supervisor depending upon the accident. A copy of the "On the Job Injury/Accident Procedure is found at the end of the section.

### **Treatment locations:**

KU Med West  
7405 Renner Road  
Hours: M-F 7:30am-9:00pm  
Sat/Sun 9:00am-4:00pm

Shawnee Mission Medical Center  
9100 W. 74th  
Hours: M-F 9:00pm-7:30am  
Sat 4:00pm-Sun 9:00am  
Sun 4:00pm-Mon 7:30am



# **SAFETY MSDA HAZARDOUS MATERIALS**

## EMPLOYEE HAZARD COMMUNICATION TRAINING RECORD

The City of Merriam wants your work experience to be health and safe. To help you work to keep everyone in our facility safe, there are some things we want you to know about hazardous materials before you begin your assignment.

- All chemicals used by the City of Merriam have been evaluated to determine whether or not any hazardous materials are present.
- A written program regarding all hazardous materials present in your work place, including Material Safety Data Sheets (MSDS') for each hazardous material, is available in your work area for you to read should you wish to do so. New MSDS will be provided when different hazardous materials are introduced in your department.
- The City of Merriam has labeling system for all hazardous materials in your work area. You should be aware of these labels and handle all labeled materials in an appropriate manner.

You should understand the following definitions:

**Hazardous Materials-** are any materials which have characteristics or properties which can make them potentially hazardous when used and/or stored incorrectly.

**Material Safety Data Sheets (MSDS')**- are information sheets which lists the properties/characteristics of a substance, any potential safety or health hazards, methods for the detection of these substances and precautions for their use.

**Safety Labels-** are labels which the City of Merriam has attached to each hazardous material to warn you of its presence and any possible hazards associated with that material.

The hazardous materials in your area are detailed on the following page and updated in the Manager's copy throughout the season.

\_\_\_\_\_ has discussed the City of Merriam's procedure for hazardous materials communications with me. I am aware of the location of the written Hazardous Communication Program and MSDS' in my work area.

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

## **HAZARDOUS MATERIALS LIST**

### **STORAGE ROOM:**

Windex  
Lemon 4 (Floor Disinfectant)  
Scum Buster (General Purpose Cleaner)  
Chlorine Stabilizer  
Ajax  
Bug Spray  
Toilet Bowl Cleaner

### **CONCESSION AREA:**

Windex  
Liquid Bleach  
Ajax

### **CHLORINE ROOM:**

Buckets of calcium hypochlorite tablets

### **FILTER ROOM:**

Soda Ash  
Granular Chlorine  
Muriatic Acid



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# MERRIAM AQUATIC CENTER EMPLOYEE HANDBOOK

## ACKNOWLEDGEMENT FORM

As an employee of the Merriam Aquatic Center, I acknowledge that an employee handbook is available in the manager's office, at the front desk area and in the break room. An electronic version of this information is available at City of Merriam Portal (<http://www.merriam.org/index.aspx?NID=607>).

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Signature of Employee

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Date Signed