

## Employment Process Guide

Please be sure to read this guide in its entirety to ensure you understand SwimMetro's employment process and what is expected of you as an employee, if selected. If you have any questions about our employment process or the status of your application, please contact Sammy at [sammy.robillos@swimmetro.com](mailto:sammy.robillos@swimmetro.com). Given the nature of our business, email is the preferred method of communication and is the best method of communication to receive a timely response.

Since SwimMetro grants pool placement on a first-come first-serve basis based on when employees complete the employment process, SwimMetro's employment process is commonly referred to as the Pool Placement Process. All employees are encouraged to complete this process as soon as possible to have the best chance at working at a pool they most prefer.

Please note that placement at a particular pool cannot be guaranteed and is contingent upon when you complete the Pool Placement Process and what our staffing needs are at that time. Returning employees will have priority over pool placement through Martin Luther King JR Day. However, they are still competing on a first-come first-serve basis with the rest of the returning guards. New hires are encouraged to start/complete the pool placement process before MLK Day, if possible, to ensure the earliest possible pool placement date. Employees may be placed as Substitute Lifeguards if all regular staff positions have been filled by the time they complete the Pool Placement Process. Substitute lifeguards are contacted/scheduled to work as needed until a regular position becomes available (10 hrs/week on average).

- 1. Submit an Online Application**
- 2. Complete Pre-Employment Paperwork**
- 3. Complete/Update Lifeguard Certification**

## Pool Placement Process

### **1. Submit an Online Application.**

- Please visit [www.swimmetro.com](http://www.swimmetro.com) and follow the links under the "Employment" section to create an online account.
  - Select "returning applicant" if you worked for us last year, otherwise select "new applicant."
  - Be sure to provide an email address you check frequently. Communication through your online account and email will be the main methods of communication throughout the employment process and your employment.
  - Please allow up to 1 week to process your application. You will be notified by email once your application has been received or if any other information is required to review your submission. If your application is accepted, you will be notified by email that your status has changed and to view the change through your online account. At this point, you have been offered a job which is

contingent upon you completing the pool placement process.

- If you are returning and applying for a promotion, you will initially be offered the position you held for the majority of the previous season until we know if there is a MOD position available that matches your experience (usually in March).
- If you are new and applying for a management position, you will be offered a place holder Lifeguard position until you are interviewed (interviews begin in March).

**Application Tips - \*\*You must complete your application within 20 minutes, otherwise, you will be logged out when you submit your application and you will have to start over again. - \*\*Be sure to click the “add” button in the Education, Employment History and Certifications sections to save your information to the application.**

\*\*Please be sure to review your “Missing Documents” list in the “Employment Documentation” section to see what information SwimMetro requires after your application has been accepted. This list will be updated as you submit your materials, so be sure to check it frequently to ensure you have submitted everything that is required.

## **2. Complete Pre-Employment Paperwork listed in Employment Documentation section.**

- I. Electronically acknowledge SwimMetro’s Employee Handbook.
- II. Returning employees should select “use last year’s from” unless they need to update any forms; otherwise, complete and mail (310 Turner Rd Suite C Richmond VA 23225), fax (804 675 3243) or scan and email ([sammy.robillos@swimmetro.com](mailto:sammy.robillos@swimmetro.com)) the following:
  - Direct deposit form - page 2 only.
  - W4 - page 1 only.
  - VA4 - page 1 only.
  - I9 - page 1 only.
  - Copies of I9 supporting documents (listed on pg. 3 of I9 form). Example: Copy of State ID and copy of Birth Certificate. Please submit copies of acceptable documents with the rest of your paperwork. These documents will be verified during Orientation.
  - Background check disclosure and authorization - Only if new and 18+ and/or applying as Pool Manager.
- III. Electronically acknowledge Employment Agreements - Click “review” to acknowledge.
- IV. Confirm that you have uploaded all required documents and press “Verify Documents” to notify SwimMetro.

## **3. Complete/Update Lifeguard Certification.**

- Please note: SwimMetro only recognizes American Red Cross Lifeguard certifications valid through Oct. 1 of the year of employment.
- New employees who have not taken an American Red Cross Lifeguard certification course may register for one of the many courses we offer through our website

[www.swimmetro.com](http://www.swimmetro.com).

- Employees who have already completed the Lifeguard Course must take the Lifeguard Review course if their certification expires before Oct. 1.
- Employees who have taken the course elsewhere can submit a copy of their certification with the rest of their pre-employment paperwork.

#### **Pool Placement - Once 1-3 have been completed.**

- Your pool placement will be posted to your online account by mid-April and you will receive an email letting you know when you can access it.
- Please do not inquire about your placement before this time, as there are too many factors involved (finalizing pool management contracts, pool hours of operation negotiations etc.) to give any placement information before it has been posted to your account.
- Once posted, you will be able to view your placement through your online account under the “Work Assignment” link. At this point, you will have access to your Pool Manager’s contact information either through your online account or through email. You will now be in touch with your manager for all pool-related work matters including scheduling, on-site training and any other facility specific information.
- If you complete the Pool Placement Process after the posting date, you will receive an email containing your pool placement information and how to contact your pool manager.

#### **Work Permit Process**

-If you are under the age of 16 as of May 1, 2019, you are required by law to have a completed work permit. Work permit applications are processed electronically through the VA Department of Labor and Industry website: <https://vaeecs.doli.virginia.gov/vaeecs/>. In order to complete the application process, you must provide your lifeguard certificate and acceptable proof of age document as listed below. Do not start this process until you have completed the Pool Placement Process, as your youth unique identification number is only valid for 40 days.

1. Please visit the VA DOLI website and follow the instructions for “Step 1 - Youth Registration.” You will be provided with a “youth unique identification number” upon completion.
2. Scan a copy of either your: birth certificate, DMV issued ID card, military ID card or passport.
3. Scan a copy of your Lifeguard certification - If you took the course through us, you can access your digital certification through your American Red Cross account.
4. Email items 1-3 to [sammy.robillos@swimmetro.com](mailto:sammy.robillos@swimmetro.com). You will be notified by email when “Step 2 - Employer Registration” has been completed.
5. After you have been notified that “Step 2 - Employer Registration” has been completed, have your parent or guardian complete “Step 3 - Parent, Guardian, Custodian Registration” with the youth unique identification number you received in Step 1.
6. Your work permit will be provided directly to SwimMetro and you will be contacted if there are

any issues processing your application.

**You will not be eligible to Lifeguard until your Work Permit has been received by SwimMetro.**

### Orientation and Training

#### **1. Orientation (Dates and times communicated by email by late April)**

- All new employees will be required to attend SwimMetro's New Employee Orientation.
- Returning employees do not need to attend this orientation
- This orientation will serve as an opportunity for us to explain our company, company goals and what we expect of you to help us achieve our goals.
- This will also include an opportunity to practice the lifeguarding skill you will utilize the most - Patron Surveillance - with the assistance of one of our Lifeguard Instructors.
- Half of this orientation is conducted in a classroom setting with the other half being conducted in a pool setting within the same facility.
- Employees will have to lifeguard from a lifeguard stand for the patron surveillance portion of the orientation. Employees should bring: SwimMetro bathing suit, whistle, hip pack, towel, and change of clothes for classroom portion of orientation.
- There will be several Orientation courses offered throughout the Spring/Summer and participants must register in advance, as space is limited.
- Employees will not be eligible to work until they have completed orientation.
- You are allowed to attend orientation before you have completed your Pool Placement Process, however, since you will be lifeguarding, you must have completed the certification step of your process before attending.
- More information regarding the dates/times/locations and how to register will be communicated by email and posted on SwimMetro accounts as we get closer to spring.

#### **2. Manager on Duty (MOD) Training (Dates and times communicated by email by late April)**

- All MODs, new and returning, are required to attend MOD Training.
- Required for all Head Guards, Assistant Managers and Managers.
- Full/Part time and Substitute Lifeguards are not required to attend MOD Training.
- This training will serve as an opportunity for MODs to become familiar with the policies and procedures required to manage their facility. This will also be a time where returning and new MODs can share their experiences or discuss previous/potential situations to gain a better understanding on how to respond while on duty.
- This training will be conducted in a classroom setting and you are not required to bring anything.
- There will be multiple MOD Trainings offered throughout the Spring/Summer and participants must register in advance, as space is limited.
- More information regarding the dates/times/location for MOD Training will be communicated by email and posted on SwimMetro accounts as we get closer to spring.

#### **3. On-Site Training (Date and time to be communicated by manager in May)**

- All employees are required to attend their facility's On-Site Training.
- This training will serve as an opportunity to meet your co-workers, review SwimMetro

- and facility specific policies/procedures and to practice patron surveillance techniques.
- This training does contain a patron surveillance activity which may require employees to get in the water. Employees should bring: SwimMetro bathing suit, whistle, hip pack, towel and change of clothes.
  - There will only be one On-Site Training per facility and managers will coordinate with employees to determine the best date/time.
  - On-Site Training should be held 1-2 weeks before the pool officially opens (most pools will open on Memorial Day Weekend).

### Uniform

- All employees are required to be in uniform while on duty.
  - The minimum uniform consists of: Appropriate SwimMetro bathing suit, SwimMetro hip pack and whistle.
  - If worn, all t-shirts, polos (MODs only), sweatshirts and tank-tops must also bear the SwimMetro logo.
  - Sweatpants and shorts, if necessary, must be plain black.
- More information regarding uniform orders will be communicated by email and posted to SwimMetro accounts in early April.

### General

- Our Intranet is not automated! Please allow up to 1 week for any documents submitted to be processed and updated in your Missing Documents list.
- Check your SwimMetro online account regularly - Especially in regards to your Missing Documents list and Message Board.
- Also, be sure the email address provided on your application is an email you check regularly, as most information will be communicated to you via email.
- The email listed on your application will automatically be added to our Newsletter contact list. You can unsubscribe at any time by clicking on the "unsubscribe" link on the emails. Please note: you are responsible for all information contained in our Newsletter while employed.
- You are only eligible to work once the Director of Human Resources has posted your placement to your SwimMetro account. On-site management and/or supervisors are not authorized to provide official employment information.
- Given the nature of our business, please do not come to the office without an appointment, as someone may not be there to assist you.