

Employment Process Guide

Please be sure to read this guide in its entirety to ensure you understand SwimMetro's hiring process and what is expected of you as an employee, if selected. If you have any questions about our hiring process, please contact Sammy at 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 hiring process, SwimMetro's hiring 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 new employees for pool placement through Martin Luther King JR Day. 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).

Pool Placement Process

- 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 - Employment
 - Read the Employment Process Guide.
 - Click on Apply.
 - Search for the pool/position in which you are interested.
 - Be sure to provide an email address you check frequently. Communication through email will be the main method of communication throughout the hiring process and throughout your employment.
 - Please only submit 1 application. If you are interested in other locations/positions, email your interest to sammy.robillos@swimmetro.com.
 - Please allow up to 1 week to process your application.
 - You may check on the status of your application by signing in under "Returning Candidates."

- 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).

2. Complete Pre-employment Paperwork - AKA New Hire Paperwork and Onboarding Paperwork

- If your application is accepted, you will be notified by email to complete your new hire paperwork. At this point, you have been offered a job which is contingent upon you completing the rest of the pool placement process.
- Click on the link within the email you received from noreply@mystaffingpro.com.
- Complete/upload all documents posted to your account:
 - Employee handbook
 - W4
 - VA4
 - I9
 - I9 supporting documentation (see tips below)
 - You may receive an email from HIREtech directing you to present your identification documents. You can ignore this email as long as you were able to upload your identification documents to your account.
 - Direct deposit
 - New employees 18 or older will be asked to complete a background check
- *Tips*
 - The system does not accept jpeg files for uploads and pdf works best. Please see below on how to create a pdf from your mobile device:

iPhone (notes)	iPhone (photos)	Android
1. Notes 2. Create new 3. Press Camera icon 4. Select Scan Document 5. Select Keep Scan 6. Save 7. Press share 8. Save to files 9. On my iPhone 10. Save 11. Go back to Onboarding link	1. Take picture 2. Press share 3. Scroll down to Print 4. Zoom in on picture until it reloads (this is now a pdf) 5. Press share 6. Save to files 7. On my iPhone 8. Save 9. Go back to Onboarding link 10. Select From my	1. Take picture 2. Go to Gallery 3. Select image 4. Press More (3 dots) 5. Press Print 6. Select printer 7. Select Save as pdf 8. Save to downloads 9. Go back to Onboarding link 10. Select From my Files

12. Select From my Files 13. Select On my iPhone 14. Select pdf	Files 11. Select On my iPhone 12. Select pdf	11. Select Downloads 12. Select pdf
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- If completing on a phone, be sure to use the buttons within the program or the back/forward arrows. Do not hit “done” if you see this option in the upper left hand corner, as this will log you out of the program.

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. Please email a copy of your certification to sammy.robillos@swimmetro.com once received.
- Employees who have already completed the initial Lifeguard Course must take the Lifeguard Review course if their certification expires before Oct.1. Please email a copy of your certification to sammy.robillos@swimmetro.com once received.
- Employees who have taken the course elsewhere or who are already certified through Oct. 1 can email a copy of their certification to sammy.robillos@swimmetro.com after completing their pre-employment paperwork.

Pool Placement - Once 1-3 have been completed.

- Your position will be reserved once you have completed steps 1-3.
- We will contact you with alternative placement options if your desired pool/position has been filled by the time you complete the pool placement process.
- If you complete the pool placement process before the season starts, your manager will reach out to you by mid-May to discuss pre-season training, pool preparation work and scheduling.
- If you complete the Pool Placement Process after the season starts, you will receive an email directing you to contact your pool manager with your schedule requests.

Work Permit Process

-If you are under the age of 16 as of May 1 of the year in which you would like to work, 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 (if you have not already submitted a copy with your pre-employment paperwork).
3. Email items 1-2 to sammy.robillos@swimmetro.com. You will be notified by email when “Step 2 - Employer Registration” has been completed.
4. 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.
5. 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.
- More information regarding the dates/times/locations and how to register will be communicated by email and posted to the message board as we get closer to summer.

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 to the message board as we get closer to summer.

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.

-Employees will need their uniform before they attend training events in May and shipping takes 5-7 days.

-Uniform orders can be placed at [Disco Sports](#)

-We will announce when Disco Sports is accepting uniform orders (usually early April).

General

-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.

-You are only eligible to work once you have completed the pool placement process or authorized by the Director of Human Resources. 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.