

High Sierra Pools is the #1 American Red Cross training provider in the United States, certifying nearly 2,000 new lifeguards each year.

COMMERCIAL POOL MANAGEMENT

SWIMMING POOL REPAIRS AND RENOVATIONS

POOL MAINTENANCE

CERTIFIED AMERICAN RED CROSS LIFEGUARDS AND POOL OPERATORS



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HSPMA



**POOL MANAGEMENT,  
REPAIRS AND RENOVATIONS**

*#1 American Red Cross training provider in the United States*







## Experience You Can Trust

Success is not subjective. For over 25 years, High Sierra Pools (HSP) has built a well-deserved reputation as the industry leader in pool management, maintenance, and staffing. Over 800 commercial pools and over 2,500 seasonal employees throughout the Northeast and Mid-Atlantic are under the professional oversight of 60 area supervisors and 10 division managers. Our in-house capabilities ensure seamless management without subcontracting. We are a Class A contractor well-staffed to meet our contractual obligations and exceed customer expectations.



## An Exemplary Track Record of Success

Established in 1992, High Sierra Pools is licensed, insured, and bonded. The company's leadership team boasts over 100 years of combined aquatics management experience. Our diverse client base of commercial, municipal, university, and community swimming pools, receives professional operational oversight. We are large enough to manage commercial and multi-family buildings seamlessly. Yet, our customer service is focused on each client as if they are the only one. From the largest swimming pool facility to the smallest, each contract receives the utmost personal attention.

## Dependable Responsiveness

Let's face it. Maintenance emergencies happen, and they are always at inopportune times. High Sierra Pools is ready to answer the call no matter the time or day of the week. Large or small, we answer the call!







## Total Transparency

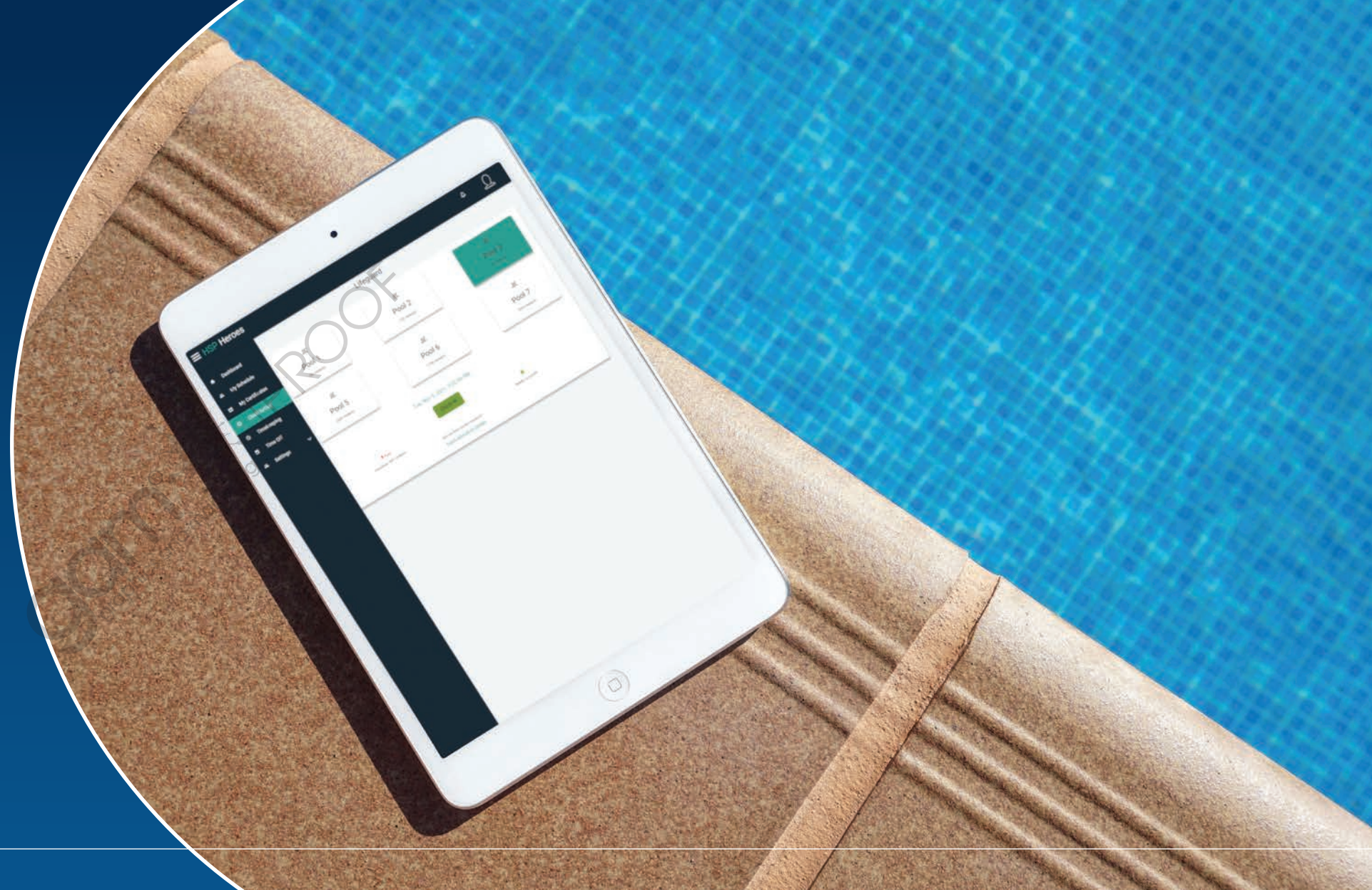
Nobody likes fine print, and that is why High Sierra Pools uses contracts detailing the services to be performed and all associated costs. We are proud to have earned an excellent reputation for the services we perform at competitive rates. We embrace a company-wide standard for keeping our customers informed of every aspect of their property's status. From spring opening to winterization, and even in the off-season, High Sierra Pools goes the extra mile to keep our customers informed and up-to-date.



## Management Technology

High Sierra Pools employs the latest property management technologies for the greatest efficiency. Technology changes quickly, and HSP is constantly researching, learning, and applying new technology to benefit our clients with the smoothest management. A good example is a software we use for payment systems, scheduling, inspection protocols, and training, which includes:

- **Tablet-based electronic inspections**
  - Weekly pool inspection is time- and GPS-stamped upon completion and emailed to the client
  - A weekly staff safety inspection is time- and GPS-stamped and saved for internal review
- **Web-based employee scheduling portal**
  - Lifeguards have online access to their future and past schedules, day-off requests, and other company communication
  - Reminders are sent via text messages and emails about their upcoming shifts, changes, or newly posted schedules
- **Online/App controlled time-keeping for hourly staff (GPS-stamped clock-ins) for greater mobility, interoperability, and connectivity**







## Pool Repairs and Renovations

High Sierra Pools is a Class A contractor. Whether we are hired for a big job or a small one, we bring expertise and safety to any worksite. To keep your pool running safely and at maximum efficiency, our certified teams expertly:

- Detect and repair leaks
- Repair or replace structural, plumbing, decking, electrical, filter and pump equipment
- Resurface/white-coat pools
- Repair and replace tiles and coping stone
- Replace pool accessories such as ladders and guard stands
- Renovate bathhouse and equipment rooms
- Install safety pool covers
- Repair and replace motors and pumps, filters, heaters, PVC plumbing, underwater lights, main drains, skimmers





## Recruitment, Hiring, and Training

Combining technology and personal attention, High Sierra Pools continuously receives special praise for its recruiting and staffing methodologies. We do not rely on just one or two channels of opportunity to recruit talent. Rather, High Sierra Pools makes effective use of numerous social media platforms, job fairs, webinars, high school and college campus visits, community newsletters, and a host of other avenues to engage the interests of prospective staff.







Each customer and facility have different requirements and needs, but the one common element is the need for reliable employees. HSP recruitment strategies include:

- Conducting periodic and annual reviews
- Coordinating and monitoring the recruitment progress throughout the year
- Conducting local on-site job fairs and interview days to meet candidates face-to-face (or online recruitment webinars and interviews)
- Participating at community job fairs, high school and college campus visits and job fairs, and other regional recruiting events
- Advertising in community newsletters, social media, and other print and digital platforms
- Posting attention-grabbing advertising on community and college job boards and online job platforms like Indeed, Glassdoor, Handshake, and Google jobs
- Recruiting, screening, and selecting qualified candidates for seasonal pool manager and area supervisor positions
- Offering paid referral programs to employees and bonuses for referring friends, family, and others who meet the job position eligibility requirements
- Recruiting through the J-1 Summer Work and Travel Program in more than 20 countries to address shortfalls of qualified candidates within local recruitment markets



## Post Hiring Experience

**As part of our opening procedure, we review service standards, operations, what worked well the previous year, and what needs additional attention.**

**Our team ensures lifeguards are fully prepared for their first day of work, including:**

- Completing all employment paperwork, receiving uniforms, and reviewing the employee handbook
- Leading lifeguard and pool operator courses by our American Red Cross-certified instructors
- On-site orientations including company standards, pool operation, and facility-specific rules

Throughout the season, we monitor daily scheduling and shift changes, including covering “call-outs” with other available staff.

*High Sierra is the only pool management company in the mid-Atlantic and Northeast region that can deliver on both volume and quality of international staff as a supplemental staffing contingency.*



## Safety First

High Sierra Pools considers safety the most crucial aspect of pool management. Our attention to detail, innovative instructional methods, and precision training for lifeguards are unmatched within the industry. We value the close relationship we enjoy with the American Red Cross and the programs jointly administered to ensure lifeguards receive the ultimate in aquatics safety. High Sierra Pools is the #1 American Red Cross training provider in the United States, certifying nearly 2,000 new lifeguards each year.

We are so dedicated to safety that we employ ten seasonal, highly qualified Red Cross Instructors to perform safety inspections and conduct unscheduled safety audits. Each summer safety team is also responsible for coaching lifeguards continuously and reminding them of proper safety protocols. Continuous lifeguard instruction reinforces the need to be vigilant in recognizing behaviors that may lead to life-threatening emergencies.

By reinforcing safety-first principles, client facilities and those who enjoy the pool and property can be confident in the ability of our staff to respond to emergencies and maintain a safe environment.

High Sierra Pools also requires monthly training for all its employed lifeguards, with our safety team scheduling this essential continuing education. As a result, our lifeguards are prepared for emergencies. They are capable of applying best practices and procedures to help prevent accidents and confidently react to an emergency.





## Swim Lessons

Lessons are critical for children to learn how to safely enjoy the benefits of swimming. High Sierra Pools offers different swim lesson programs for children above the age of three. Whether parents prefer private lessons for their child or group instruction, High Sierra Pools will help children understand the importance of safety in and around water, and confidently go from doggy paddle to smoother strokes.



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## References

High Sierra Pools boasts an extensive client reference list, and we encourage you to contact them. We are proud of our proven track record for earning the praise and confidence of those we have served.

For your convenience, we will be happy to provide references upon request. We welcome the opportunity to provide additional references.