

Aquatics Manager

ESSENTIAL JOB DUTIES

- Perform a variety of professional and administrative work in planning, developing, scheduling, directing, promoting, and implementing a comprehensive, year-round aquatics program in order to serve the leisure needs of the area. Oversee the daily operations of the indoor pool at the Gaukler Family Health Wellness and Physical Education Center. Will also oversee the outdoor pool operations.

The following statements are intended to describe the general nature and level of work to be performed by the individual within this classification. They are not to be considered an exhaustive or all-inclusive listing of the position's duties and tasks, as they may change or be adjusted as situations require.

JOB DUTIES/TASKS

- Reviews and evaluates the success of programs and makes recommendations for continuation or cancellation. Prepares statistical and narrative reports.
- Recruits, hires, trains, supervises and evaluates and disciplines assigned part time, seasonal and contractual staff members and volunteers; recommends employment, training and development actions.
- Responsible for revenue management, developing budget projections and monitoring revenues and expenditures for all aquatics programs, including specifying and purchasing materials and supplies.
- Provides leadership and direction in the development of short and long range plans for aquatics.
- Recruits, hires, trains, schedules, supervises, disciplines and evaluates staff in aquatics, including full-time, part-time and seasonal employees. Staff size may vary from 20-40 employees.
- Directs and monitors the activities of part-time aquatics staff.
- Maintains the chemical levels of the pools and their environment as directed by State and local Health Department guidelines and ensures that all equipment is in compliance with these standards
- Issues written and oral instructions to staff members; assigns duties and examines work for exactness, neatness, effectiveness, customer service and conformance to policies and procedures.
- Makes revenue and expense recommendations to management for coordination of annual budget.
- Responsible for fiscal oversight of aquatics, including budget, revenue and expense monitoring, fee structure analysis and alternative funding sources.
- Reviews and approves purchase of supplies for assigned core program area.
- Coordinates with Facility Supervisor, Recreation Superintendent, Facility Maintenance Supervisor and Facilities/Program Director in daily operations and maintenance of facilities.
- Establishes and carries out standard and emergency operating procedures.
- Answers and responds to telephone calls, email and any other type of communications in a professional and timely manner; relays and responds to inquiries as appropriate.
- Prepares and reviews reports on participation; analyzes the attitudes and interests of residents through various public opinion instruments and class evaluations.
- Coordinates use and scheduling of natatoriums and birthday party rooms.
- Serves as manager on duty at wellness center; assists with general supervision of facility as needed.
- Enforces applicable rules and regulations with staff members, participants and facility users.
- Handles grievances and/or discipline cases involving program participants and facility patrons; reports cases to management as appropriate.
- Works cooperatively with area school districts, recreation providers, community service groups, and other related agencies or organizations to maximize recreation opportunities in the community and minimize duplication of services.
- Communicates effectively with vendors, contractors and the general public.
- Assists in preparation and dissemination of promotional materials, including seasonal brochures, flyers, posters, advertisements and news releases.
- Disseminates information about programs, special events, facility memberships, admission rates and department policies and procedures to the public in a polite and effective manner.
- Assists management in project research; prepares a variety of studies, reports and related information for decision-making purposes.
- Ensures adherence to State and Local Legal Guidelines regarding water quality and safety of facility users.
- Assists with guest inquiries in relation to aquatic programs
- Reviews listing of aquatic programs in Sportsman and online system and in printed brochure for accuracy.
- Assists with program registration with facility and recreation staff.

- Collaborates, communicates, and assists in scheduling use of all facilities with facility and recreation staff.
- Communicates internally within the departments regarding program operations, facility maintenance and scheduling.
- Responsible for all programs scheduling, staff scheduling and providing information for website to the Marketing Coordinator.
- Substitutes as program instructor or lifeguard as needed.
- Develops and posts weekly pool usage schedules.
- Coordinates pool rentals including billing and staffing.
- Coordinates appropriate staffing for parties.
- Maintains records of all aquatics staff American Red Cross certification.
- Provides in-service training opportunities to Aquatics staff and assists with re-certification options to Aquatics staff
- Provides respirator training to appropriate Aquatics staff
- Assists Facility Maintenance with daily pool maintenance requirements.
- May be required to physically set up programs.
- Evening and weekend hours may be required on a regular basis.
- Miscellaneous duties and assignments as identified by the VCPR Director
- Performs related duties as required

KNOWLEDGE REQUIRED BY THE POSITION

- Thorough knowledge and ability to execute the principles, practices, and techniques utilized in planning, organizing, and implementing aquatics programs, events, and activities.
- Ability to operate a personal computer utilizing word processing, database management, desktop publishing and other software applications as may be necessary to perform essential job functions.
- Ability to work within a financial budget.
- Knowledge of supervisory methods and techniques; ability to organize and supervise part-time, seasonal, and contractual employees.
- Knowledge of the Americans with Disabilities Act (ADA) as it relates to the inclusion of individuals with disabilities in recreation/aquatics activities.
- Knowledge of pool water chemistry and safety guidelines
- Knowledge of pool mechanical systems.
- Ability to work independently and efficiently without routine supervision.
- Ability to work with frequent interruptions during periods of high volume and under pressure from the public.
- Ability to establish and maintain effective working relationships with all department staff, contractual instructors, community organizations, program participants (and their guardians if applicable), and the general public.
- Ability to project a positive, professional image for the district through appropriate appearance and demeanor.
- Ability to complete staff scheduling in a manner to ensure guest safety. Staff ranges in number seasonally from approximately 20-40 staff.
- Ability to operate a variety of machinery, equipment and tools associated with pool maintenance operations.
- Ability to exert heavy, though not consistent, physical effort, typically involving some combination of stooping, kneeling, crouching and crawling, and that may involve the lifting, carrying, pushing and/or pulling of objects and materials weighing 30-50 pounds.
- Performance of essential functions requires exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, toxic agents, disease or pathogenic substances.
- Effective organizational and interpersonal communication skills
- Evidence of superior written and oral communication skills
- Demonstrated leadership within groups
- Microsoft Publisher, Microsoft PowerPoint, Microsoft Word/Excel, and desktop publishing proficiency preferred
- Requires high level of creativity and resourcefulness
- Ability to manage multiple tasks with a variety of groups to include staff (full and part-time), volunteers, and media
- Requires the ability to set and achieve goals through effective decision-making

SUPERVISORY CONTROLS

- Supervises all Aquatics part time staff

GUIDELINES

- Includes the Park District Policies and Procedures. These guidelines are generally clear and specific, but may require some interpretation in application

WORKING CONDITIONS

- Office with personal computer and printer
- Position will require some evening, weekend, and holiday work
- Fast paced environment with multiple programs and facilities running throughout the year
- General public contact is extensive

REQUIREMENTS

- Bachelor's Degree in Recreation or related field, or a combination of experience/education
- Sufficient experience to understand the basic principles relevant to the major duties of the position
- Current CPR, AED and First Aid Certification, or able to obtain within 6 months
- Must possess and maintain American Red Cross Lifeguard Certification and Instructor Certification within 60 days of hire.
- Must possess and maintain American Red Cross Water Safety Instructor and Trainer Certification within 6 months of hire.
- Must possess and maintain AFO or CPO certification.
 - VCPR will pay for all training need for this position
- Ability to work weeknights and weekends as needed
- Ability to work with limited supervision
- Ability to lift a minimum of 30 pounds or heavier lifting with other employees
- Ability to effectively communicate verbally and in writing
- Knowledge of operational policies, procedures, accepted standards and methods of the parks and recreation field in managing facilities and programs
- The knowledge and ability to manage multiple tasks
- Possession of or ability to obtain (within 30 days) a valid driver's license issued by the State of North Dakota for the type of vehicles or equipment operated
- Have essential physical and mental capabilities in the following: Interpersonal skills, memory, attention to detail, following directions, comprehension, calculating, reading, writing, speaking, evaluating, mathematics, organizing and innovation.