



# Aquatics Supervisor Job Description

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Exempt: Salary: Full Time: Benefits

## **General Statement of Duties:**

The Aquatics Supervisor is responsible for the Aquatics Facility and upholding the Parks District Mission Statement. The eligible applicant will provide a high quality, customer service oriented experience for pool patrons. The aquatics supervisor will be responsible for managing all aquatics center staff, overseeing daily operations, including facility maintenance, water quality, program and user group scheduling, daily fee collection, coordinating special events, managing the website and creating and disbursing promotional materials electronically and in print.

## **Description and Details:**

### ***Managerial & Supervisory***

Directly supervise all aquatic center employees. Train and delegate specific duties and responsibilities to the assistant aquatics manager. Carry out supervisory responsibilities in accordance with Parks District policies. Evaluate program and work effectiveness. Realign work and staff assignments as needed.

Hire, train, and supervise, and evaluate staff in their area of work, including District policies, procedures and systems, rules governing the aquatic facilities, lifeguard and front desk responsibilities, customer service skills, decision making skills, cleaning, and water testing duties. Conduct monthly in-service trainings, motivating staff through effective leadership, as well as controlling labor costs.

### ***Financial & Budgetary***

Participate in drafting, maintaining, and implementing a budget and financial reports for the Aquatics Center. Prepare time cards timely for payroll, manage the online point of sale software, engage in pricing structure. Purchase equipment, supplies, and merchandise for aquatics facilities and programs.

### ***Customer Service***

Set the customer service standards for aquatics center staff. Provide excellent customer service; create a positive experience through professional and courteous behavior and creative problem evaluation. Ensure that staff provide a safe and friendly environment for patrons. Respond to patron inquiries or concerns in a timely manner.

### ***Sales and Promotional***

Plan, coordinate, market, and promote programs and activities to increase participation, including the learn to swim program.

Create marketing material and ensure that it available electronically and at the front desk. Create marketing updates for social media. Update the website with content and photos. Update the display case as needed.

Coordinate and implement community outreach events with local agencies and organizations.

### ***Facility Maintenance and Patron Safety***

Provide training for Emergency Action Plan, as well as effective, efficient care during any emergency response.

Coordinate pool operations and maintenance staff to ensure proper water quality, pump and filter maintenance and all mechanical systems of the pool; oversee and assist in performing facility repairs as needed.

Observe and enforce safety precautions for entire facility, pump room, and patron safety; knowledgeable of safety rules and regulations; ensure work areas are maintained in a clean, safe and orderly condition; inspect the pools and equipment regularly for safety.

Perform duties of guard, instructor, or front desk attendant as needed. Perform other job-related duties as assigned.

### **Qualifications:**

To perform this job successfully, an individual must be able to perform all the essential duties satisfactorily.

- Education and/or Experience – Has any equivalent combination of education, relevant certifications, and experience that provide the applicant with the knowledge, skills and abilities required to perform the duties as described.
- Reasoning Ability – Able to solve practical problems and deal with a variety of instructions furnished in written, oral, diagram or schedule form. Able to multi-task.
- Human Collaboration – Able to evaluate customer satisfaction and utilize resources to continuously improve customer satisfaction; recommend policy development and implementation.
- Freedom to Act – Receive limited direction, expected to perform the duty assignment according to his or her own judgement.
- Technical Skills – *Advanced* –Use advanced skills and knowledge in approaches and systems, which affect the implementation of major programs and /or processes organization-wide. Independent judgement and decision-making abilities is necessary to apply technical skills effectively.
- Administration Ability – Able to establish and maintain an effective working relationship with management, employees, board members and the public. Skilled in the use of a computer and the Microsoft Office programs. Effective communication skills, verbally and written.

### **Working Conditions and Physical Demands:**

While performing the duties of this job the employee is regularly required to use hands to finger, handle, feel and reach with hands and arms. Employee is required to frequently walk, stand, kneel, stoop, crawl, climb and balance. Employee must regularly lift and move 25 pounds and occasionally lift and move 50 pounds. This position risks harm from physical hazards including chemicals, fumes, wet and slippery surfaces and swimming pools. This position requires the mobility to operate equipment related to pool operations and light facility maintenance.

### **Special Requirements:**

CPR/First Aid, Lifeguard, Lifeguard Instructor and Lifeguard Instructor Training Preferred, AFO or CPO Preferred.

**Work Schedule:**

Must be able to work a varied schedule that may include evenings, early mornings and weekends without advanced planning.

**Compensation:**

EEOC, Salary Range is \$36,000 to \$56,000 DOQ, Benefits Package

For more information, please contact Mark Hickok at 541-386-5720.

**Aquatics Supervisor Recruitment Schedule**

Please send cover letter, resume, and completed application to [jobs@hoodriverparksandrec.org](mailto:jobs@hoodriverparksandrec.org).

Job Posted September 13, 2017

Job Closes September 29, 2017

Interviews October 9