ASSISTANT POOL MANAGER
POSITION DESCRIPTION

PURPOSE OF POSITION

The Assistant Pool Manager is responsible for assisting the Pool Manager with the overall management and operation of the Redwater Outdoor Swimming Pool.

SCOPE

Reporting to the Pool Manager, the Assistant Pool Manager assists with facility operations, administration, staff supervision, guarding/lifesaving, emergency procedures, lesson instruction, aquatic programming and events, public relations, as well as health and safety requirements.

RESPONSIBILITIES:

Facility Operations:

- Responsible to ensure pool staff adhere to Town policies, regulations and established procedures in all areas of pool operations as directed by the Pool Manager.
- Assist with daily water chemistry testing and analysis, maintenance of filtration processes/systems, sanitation, and facility safety.
- Report building maintenance issues to the Recreational Facilities and Parks Operations Supervisor and work collaboratively with Town maintenance staff as required.
- Demonstrate continuous effort to improve operations, decrease turnaround times, and streamline work processes.

Administrative Responsibilities:

- Supervise fee collection and daily cash balancing in accordance with relevant Town policies and established procedures.
- Assist the Pool Manager with ordering supplies or equipment as needed within the pool budget.
- Assist the Pool Manager with budget development for the upcoming season.
- Ensure that documentation and records are maintained as required including but not limited to: admission and program statistics, incident reports, first aid reports, complaints or concerns from patrons, public inquires, phone messages, email communications, staff training records, and pool procedure documentation.
- Assist with front desk reception duties as needed.
- In the absence of the Pool Manager, responsible to provide regular updates to the Community Services Manager on pool operations or other information updates.
- In the absence of the Pool Manager, responsible to report any serious incidents to the Community Services Manager.

Guarding, Lifesaving and Emergency Procedures:

- Maintain diligent surveillance of patrons while guarding in accordance with established guarding standards.
- Follow established guard positioning patterns for the pool facility and as directed by the Pool Manager.
- Act immediately and appropriately to secure safety of patrons in the event of an emergency including but not limited to pool facility evacuation.
- Provide emergency first aid as required and/or until the arrival of emergency medical services.
- Complete required documentation including but not limited to incident reports and/or first aid reports.

Lesson Instruction:

- Instruct swimming lessons according to the standards established by the program offered.
- Complete lesson report cards appropriately, professionally and in a timely fashion.
- Establish positive and professional rapport with parents and lesson participants.
- Conduct lessons safely, professionally and utilize appropriate teaching strategies for the age of participants.
- Create effective, well planned and engaging lesson plans.

Staff Supervision:

- Assist the Pool Manager with the development of pool staff work schedules.
- Assist the Pool Manager with regular staff performance assessment, feedback and annual staff performance evaluations.
- Coach and mentor pool staff in all areas of pool operations.
- Assist the Pool Manager to build a strong, cohesive and effective team at the pool.
- Assist with the development and leadership of weekly staff in-service training.

Aquatic Programs and Community Events:

- Assist with the Pool Manager with the development of the pool program schedule for the operational season.
- Assist the Pool Manager with planning and implementation of a diverse, inclusive aquatics program for all ages in accordance with community needs and aquatic best practices.
- Assist the Pool Manager with planning, organization and implementation of pool events.
- Assist with the Pool Manager with the development of the annual pool guide, newspaper advertisements and posters.
- Assist the Pool Manager with the advertisement and promotion of pool programs and events on the Town website and social media.

Public Relations:

- Responsible to ensure a high level of customer service is provided to pool patrons by pool staff.
- Responsible for addressing pool patron concerns and public inquiries regarding pool policies, programs, events or incidents in a professional, courteous and effective manner.
- Responsible for building strong partnerships in the community including but not limited to local schools, community groups, and/or sponsors.
- Responsible to ensure that all public communications are professional, timely, and content is articulated clearly.

Occupational Health and Safety:

- Adhere to the Town of Redwater Health and Safety Program.
- Annually review the safe operating procedures for the pool and assist with the development of any additional safe operating procedures as needed.
- Demonstrate strong leadership for all pool staff in establishing, following and maintaining safe work procedures.
- Participate in facility inspections by the Health and Safety Committee and ensure that identified outcomes are addressed as directed by the Pool Manager.

Other:

- Attend department staff meetings and in-services as required.
- On-call duties as required.
- Any other duties as approved by the Pool Manager or Community Services Manager.

KNOWLEDGE, SKILLS AND CERTIFICATIONS

Knowledge:

- Knowledge of outdoor swimming pool operations including but not limited to: sanitation, water chemistry management, and filtration systems/processes.
- Knowledge of guarding, lifesaving, first aid standards and best practices.
- Knowledge of group swimming instruction standards and best practices.
- Knowledge of best practices in staff supervision including but not limited to staff training, pool staff certification requirements, staff performance evaluation and effective team building strategies.
- Strong understanding of financial management practices including budget tracking, budget development and cash receipting/cash balancing processes.
- Knowledge of provincial legislation related to pools including but not limited to relevant occupational health and safety regulations and public health regulations.
- Previous supervisory experience is required.
- Previous management experience is an asset.

Skills:

- Strong leadership and supervisory skills are required including but not limited to team building, coaching and mentorship skills.
- Ability to effectively enforce Town policies, procedures, rules and regulations at the pool.
- Able to manage water chemistry and trouble shoot problems or issues.
- Excellent verbal and written communication skills.
- Excellent public relations (including social media) and customer service skills.
- Excellent stress management skills.
- Time management skills including the ability to prioritize tasks and deal with multiple, changing priorities.
- Strong organizational skills.

Certifications:

- National Life Guard Certification (NL) or Red Cross Life Guard Certification
- Water Safety Instructor Certification (Red Cross) or Life Saving Society Swim Instructor Certification (LSI)
- First AID/CPR (Level C) or Aquatic Emergency Care Certification
- Pool Operations Level I (Alberta Recreation Facilities Personnel Association)
- Fitness Certification or Water Art Certification would be an asset.
- Lifesaving Society Instructor Certification would be an asset.
- WHMIS Certification (within the past three years)
- Aquatic Management Training (Life Saving Society or Red Cross equivalent program) would be an asset

Personal attributes:

- Honest, trustworthy and respectful.
- Demonstrate dedication to the position and the community.
- Maintain standards of conduct.
- Maintain confidentiality.
- Flexibility.
- Demonstrate sound work ethics.
- Promote positive community awareness and public relations.
- Adhere to Municipal Code of Ethics.
- Maintain a clean standard of hygiene and neat appearance.

CERTIFICATION

Employee Signature	Supervisor's Signature
Printed Name	Supervisor's Title and Name
Date	Date

I certify that I have read and understand the responsibilities assigned to this position	I certify that this job description is an accurate description of the responsibilities assigned to the position
Senior Administrative Officer's Signature	Date

I approve the delegation of responsibilities outlined herein within

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.