



*"Celebrating our Heritage, Investing in our Future"*

*The Corporation of the Town of Petrolia*

## **JOB DESCRIPTION**

**Position:** Aquatics Coordinator

**Department/Location:** Oil Heritage District Community Centre, 360 Tank Street, Petrolia

**Type:** Permanent, Full Time

**Union/Non-Union:** Non-Union

### **Area of Responsibility:**

Reporting to the General Manager, this position provides supervision to full-time, part-time, contract and volunteer support staff and ensures that quality program delivery and excellent customer service to meet current and changing needs of the community.

#### 1. Supervision of Support Staff

- Recruit, hires, trains and provides ongoing Supervision, Leadership, Coaching and Recognition to full-time, part-time and volunteers
- Development of full-time, part-time and volunteers through seasonal trainings, and ongoing coaching and feedback
- Implement and deliver ongoing communication
- Adhere to corporate, departmental, and facility policies and procedures
- Manage adherence of governing legislations and regulations; municipal policies, procedures, standards and guidelines; governing body's standards and guidelines
- Be familiar with all regulations as quoted by Ontario Ministry of Health for Class "A" Pools, Ontario Ministry of Labour, Red Cross Water Safety Program, Life Saving Society including National Lifeguard Service
- Perform in accordance to the facility General Manager on Duty roles and responsibilities as required
- Develop and deliver proactive and strategic recruitment and retention plans for part-time staff
- Evaluate training needs, and manage execution of staff trainings, orientations and meetings
- Ensure the facility is properly maintained in cleanliness and appearance and is safe for customers

#### 2. Administration

- Thorough documentation of coaching, feedback and training of full-time and part-time staff
- Verification of full-time and part-time payroll entry in accordance with staff schedules
- Prepares for and follow-up on incident/accidents reporting and communicate timely bases on severity
- Sessional reporting of program capacities on collection and analysis of data, customer satisfaction, revenue and expenses
- Compile and review daily, weekly and sessional statistics and checklists
- Timely follow-up on program related refund requests
- Adherence to all mandated deadlines
- Participation in any quality assurance program
- Develop and monitor staff schedules sessionally according to program needs and staff availability
- Proactive planning of upcoming sessions
- Ensure program plans are created, communicated, and available for all program staff
- Documentation of staff trainings, ongoing monitoring of staff certifications, maintaining staff files and ensuring staff certifications remain current

- Ensure all staff hiring packages are completed in a timely manner
- Ensure all program are created within the CLASS program database
- Organize all pool rentals, parties, sponsored swims

### 3. Customer Service and Community Development

- Timely and appropriate follow-up with customers concerns, requests, and inquires
- Liaising with internal and external groups as required related to programs, services and special events
- Planning and delivering community special events in collaboration with facility and/or special events team
- Deliver strategies to increase customer recruitment and retention through continuous improvement of customer experience
- In collaboration with the coordinator, foster and maintain ongoing excellent relationships with community partners

### 4. Program Development and Delivery

- Ongoing research, acquiring knowledge and expertise related to industry trends pertinent to portfolio
- Liaising with other facilities and lines of business to ensure complimentary and consistent delivery of programs
- Conduct program quality assurance through ongoing program visits and observations, customer engagement and participation experience and
- Adhere to program development and brochure development processes
- Execute action plans to meet targets and potential growth
- Assist General Manager with marketing and business plan
- Attend school events, such as open houses, parent nights, and registration days, to support program participation and development
- Plan and execute all Advanced Leadership programs
- Instruct the Learn-to-Swim Programs and such other swimming skills as required
- Continuous observation of swimming lessons to ensure a quality assurance of each program

### 5. Budget

- Create, monitor and report on expenses and revenue actuals and forecast according to portfolio
- Purchases and Manage inventory of program supplies and materials

### 6. Pool Operations

- Documentation of accurate records of all pool operation and maintenance
- Ensure daily pool logbook is updated daily and accurate pool tests are maintained
- Responsible for the filtration room, CAT control system; to report and repair any malfunctions as they arise
- Maintain a professional relationship with the local Health Department

#### **Selection Criteria:**

- Experience, Degree, Diploma preferably in related field (i.e. Recreation & Leisure, Kinesiology, Physical Education)
- 2 years of recreation programming and planning experience
- 1 year of supervisory experience
- Current Standard First Aid/CPR-C
- Valid Ontario non-probationary Class G Driver's License and have access to a vehicle
- Working knowledge of related legislation, in applicable area of discipline
- Proficiency in MS Office
- Proficiency in CLASS programming software
- Customer service skills and experience
- Written and oral communication skills
- Availability: To be on-call, evenings and weekends and available to work rotational weekends as well as when required

**All other duties as may be assigned**

**Must possess and maintain current certifications as follows:**

- Standard First Aid/CPR Instructor
- National Lifeguard – Pool
- Lifesaving Instructors
- Lifesaving Swim Instructors
- Water Safety Instructor Trainer
- Advanced Instructors
- Bronze Cross Examiner
- National Lifeguard Instructor/Examiner
- Pool Operators
- LSS First Aid Instructor/Examiner
- HIGH FIVE Principles of Healthy Child Development
- Aquatic Program Administration certificate

**The following certifications are considered an asset:**

- HIGH FIVE Principles of Healthy Child Development – QUEST 1 and QUEST 2
- Aquatic Supervisory Training or Aquatic Management Training
- Airway Management Instructor/Examiner
- Lifesaving Coach Level 1
- Lifesaving Society Instructor Trainer
- Lifesaving Society Swim Instructor Trainer
- Aquatic Safety Inspectors
- Aquatic Fitness Certification (e.g. CALA, Water Art or equivalent)