



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

*The Corporation of the Town of Petrolia*

is seeking a

## **Deck Supervisor (Permanent- Full Time, non union)**

The Town of Petrolia is nestled in the heart of Southwestern Ontario's Lambton County and framed by Lake Huron and the St. Clair River. The Town's commitment to the preservation of its history supports a quality of life that energizes its residents and inspires its visitors. Petrolia boasts excellent schools, a hospital and an outstanding community and wellness centre.

### ***Area of Responsibility:***

Reporting to the Aquatics Coordinator, this position provides supervision to 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**

- Provides ongoing supervision, leadership, coaching and recognition to part-time staff and volunteers
- Assist in the development of 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
- Perform in accordance to the Aquatics Coordinator and the facility General Manager on Duty roles and responsibilities as required
- Assist in the evaluation of training needs, and assist in the execution of staff trainings, orientations and meetings
- Ensure the facility is properly maintained in cleanliness and appearance and is safe for customers

#### **2. Administration**

- Verification of part-time payroll entry in accordance with staff schedules
- Sessional reporting of program capacities
- Adherence to all mandated deadlines
- Assist with the development of and monitor staff schedules sessionally according to program needs and staff availability
- Ensure program plans are created, communicated, and available for all program staff
- Ensure mid-session and final progress reports are completed by part time staff
- Assist with ongoing monitoring of staff certifications, maintaining staff files and ensuring staff certifications remain current
- Assist with creating swim classes within the CLASS program database

#### **3. Customer Service and Community Development**

- After reviewing with the Aquatics Coordinator a timely and appropriate follow-up with customers concerns, requests, and inquires
- Planning and delivering community special events in collaboration with facility and/or special events team

We appreciate the interest of all those who respond; however, only those selected for an interview will be contacted. Information obtained through this posting is collected for candidate selection only and is protected by the Municipal Freedom of Information Act. The Town of Petrolia is an equal opportunity employer committed to inclusive, barrier-free recruitment and selection processes and work environments. We will accommodate the needs of applicants under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the recruitment and selection process. Please advise the Clerks Department to ensure your accessibility needs are accommodated throughout this process.

- Assist with the delivering of 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
- Instruct the Learn-to-Swim Programs and such other swimming skills as required
  - Ongoing research, acquiring knowledge and expertise related to industry trends
  - Continuous observation of swimming lessons to ensure a quality assurance of each program
  - Assist with program development and brochure development processes
  - Execute action plans to meet targets and potential growth
  - Assist Aquatics Coordinator with marketing and business plan
  - Attend school events, such as open houses, parent nights, and registration days, to support program participation and development
5. 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 assisting with any pool operations maintenance and assist with repairs or malfunctions as they arise.

**Qualifications:**

- 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
- Proficiency in MS Office
- Excellent customer service, written and oral communication skills

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

- Standard First Aid/CPR Instructor
- National Lifeguard – Pool
- Lifesaving Instructors
- Lifesaving Swim Instructors
- Advanced Instructors
- Bronze Cross Examiner
- LSS First Aid Instructor/Examiner
- HIGH FIVE Principles of Healthy Child Development

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

- HIGH FIVE Principles of Healthy Child Development – QUEST 1 and QUEST2
- Aquatic Supervisory Training or Aquatic Management Training
- Airway Management Instructor/Examiner
- Lifesaving Coach Level 1, Lifesaving Society Instructor Trainer, Lifesaving Society Swim Instructor Trainer
- National Lifeguard Instructor/Examiner
- Red Cross Water Safety Instructor Trainer
- Aquatic Safety Inspectors
- Aquatic Fitness Certification (e.g. CALA, Water Art or equivalent)
- Pool Operators Certificate

This is a Non-Union position, located at the Oil Heritage District Community Centre, with on-call, evenings and weekend along with weekday shifts.

Deadline for applications is no later than **12 noon Monday, January 15, 2018**

Resumes clearly marked Deck Supervisor to be directed to the:

Town of Petrolia

411 Greenfield Street

**Petrolia, ON N0N 1R0** [petrolia@petrolia.ca](mailto:petrolia@petrolia.ca)

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