

Severna Park Community Center Aquatic Supervisor Job Description

Reports directly to: Aquatics Manager

Position Summary: The Aquatics Supervisor has the responsibility of assisting with the operational management of the aquatics facility, including pool operations, aquatic programming, marketing, and financial and budget oversight, including invoicing for aquatic business. The Aquatics Supervisor is also an active participant in the Severna Park Community Center team leadership concept. This position includes responsibility for daily operations and maintenance of the aquatics facility to ensure the facility is safe, clean, and fully functioning to Severna Park Community Center's high standards, as well as staff training and oversight. The Aquatics Supervisor is additionally responsible for assisting the Aquatics Manager in the development, marketing, implementation, and improvement of profitable water fitness and recreational programs, including but not limited to swim lessons, swim team, water aerobics, and wellness programs. Core work schedule demands a minimum of 20 hours per week with morning, evening and weekend on-site hours as required.

I. Duties and Responsibilities:

A. Facility Operations:

1. Conduct daily inspection to ensure the aquatics facility is safe, clean, and fully-functioning. Aquatics facility includes pool buildings, aquatic locker rooms, pump room, aquatic staff rooms and hallways.
2. Enforce and comply with Severna Park Community Center operational policies and guidelines and all applicable local, county, state, and/or federal laws, regulations, guidelines, and industry standards, including complete and accurate recordkeeping. Examples of required documentation include but are not limited to the Virginia Graham Baker Drain Suction Entrapment documentation and Incident Reports.
3. Ensure safety of members, guests, staff, and any other aquatics visitor at all times.
4. Ensure a clean aquatics facility in accordance with Severna Park Community Center high standard of cleanliness.
5. Responsible for maintenance and minor repairs of aquatics facility including but not limited to:
 - a. all mechanical, cleaning, chemical, and audio systems
 - b. scheduling and/or conducting preventive maintenance
 - c. ensuring stocked inventory of chemicals, first-aid supplies, cleaning supplies, tools, and any other necessary supplies.
6. Minimize risk and liability on an ongoing basis including but not limited to accurate and complete recordkeeping.
7. Ensure and enforce opening, closing, and daily maintenance procedures.
8. Implement emergency action plans.

B. Financial:

1. Assist in the development, marketing, and implementation of water fitness and recreational programs with an average profitability of all programs.
2. Marketing of programs includes but is not limited to appropriate usage, updating, and dissemination of:
 - a. Up-to-date fliers
 - b. program guides
 - c. press releases
 - d. banners and posters
3. Regular communication with the Severna Park Community Center Leadership team and front desk.

3. Aid in improving existing programs and stay current on industry trends and community and/or third-party partnership possibilities.

4. Assist in creating and maintaining monthly and annual budgets including planning, reporting, and forecasting.

5. Assist in tracking revenues, inventory, and expenses, including but not limited to creating and submitting invoices and purchase orders for Aquatics Department.

6. Under the direction of the Aquatics Manager, manage payroll.

C. Patron Services

1. Provide, support, and enhance positive patron experience through professional, friendly, and pleasant communication.

2. Promptly return any customer inquiries by immediately returning phone calls, answering emails, responding to fellow staff inquiries, etc...

3. Provide positive patron experience by consistently, gently, and fairly enforcing rules and policies.

4. Responsible for assisting with ensuring balance of registrations, user fees, etc... are collected.

5. Assist patrons and guards as otherwise necessary to provide a positive member experience.

D. Employee Performance

1. Assist in recruiting, hiring, supervising, training, and scheduling staff and/or any independent contractors (ICs).

2. Ensure staff and Independent Contractors have valid certification and adhere to all the Severna Park Community Center policies and procedures. Severna Park Community Center maintains a high standard for lifeguard skills, performance, appearance, and dedication to patron service, so that the requirement for close and consistent monitoring and training of staff is essential.

3. Provide ongoing support, training and development.

4. Along with the Aquatics Manager, conduct consistent and fair ongoing performance management, coaching, corrections, and terminations adhering to Severna Park HR policies and procedures.

5. Ensure staff and Independent Contractors adhere to Severna Park Community Center departmental guidelines, including but not limited to, appearance, code of conduct, and uniform.

E. Emergency Management

1. Identify, manage, and report on emergencies, including all required incident reports.

2. Every Aquatic Director, Manager, Supervisor, and lifeguard assumes responsibility for every aspect of patron safety and satisfaction and therefore must assume emergency responsibilities as needed.

F. Communication

1. Attend and actively participate in meetings as necessary.

2. Maintain and update as required employee communication and pool operation logs.

3. Communicate regularly and update on a continual basis the Aquatics Manager, Front Desk staff, other Severna Park Community Center Directors, Managers, and staff, as necessary.

4. Routinely check and respond to management, staff, and/or patrons phone calls, voicemails, and/or emails.

5. Update training and departmental manuals as needed.

7. Update program schedules as needed.

8. Perform Program Guide and newsletter inclusions, proof-reading and edits.

9. Complete and/or maintain various records including but not limited to HR tracking documentation, sign-in sheets, new hire paperwork, course rosters, and any other documentation as required.

10. Continually seek ways to enhance communication for our patrons and attract new program participants.

G. Human Resources

1. Ensure compliance with all HR policies and procedures including but not limited to the following:

- a. ensuring proper and timely completion of all new hire paperwork and updating staff contact information on an ongoing basis;
 - b. abiding by all HR and Severna Park Community Center policies and procedures.
2. Responsible for notifying Aquatics Manager of any employment needs and participating in recruiting new hires.

H. Team Spirit and Professionalism

- 1. Consistently display a positive, professional, outgoing and friendly attitude,
- 2. Ensure and actively support management decisions.
- 3. Ensure 100% adherence to all Severna Park Community Center policies and procedures.
- 4. Promote a positive and respectful work environment.
- 5. Consistently promote Severna Park Community Center’s Mission and Vision.
- 6. Engage a cooperative spirit with team members.
- 7. Acquire and utilize knowledge about all Severna Park Community Center programs and resources available.
- 8. Present with a professional, clean appearance in conformance with uniform code, and strive to achieve and project a healthy lifestyle.
- 9. Participate in Severna Park Community Center events, as needed and/or required.
- 10. Must work well with all team leaders.

I. Supervisory Responsibilities

- a. Assist with supervising aquatic staff.

II. Required Skills and Experience

- 1. Maintain current Anne Arundel County Lifeguard and Pool Operator licenses.
- 2. Maintain Pool Operator and Professional Lifeguard certifications.
- 3. Must stay current on industry issues, trends and techniques.
- 4. Must become skilled and proficient on Severna Park Community Center specific equipment including, but not limited to, CAT systems, filtration systems, heaters, and air handling systems.
- 5. Must have strong language skills and ability to read and analyze aquatic industry journals.
- 6. Must have excellent leadership, customer service, communication and organizational skills.
- 7. Must have strong knowledge and abilities in word processing including spreadsheet and presentation software, MS Word, MS excel, internet tools and programs, and must become proficient with proprietary online services with minimal training.
- 8. A high school degree or equivalent and must have a minimum of 1 years related experience.
- 9. Must have some knowledge of recreation philosophy, planning, and administration, including ability to develop, coordinate, and direct varied activities involved in a full-service aquatics facility.
- 10. Must have skill in operation of required tools and equipment.
- 11. Must be alert, dependable, responsible, tactful, and courteous.
- 12. Must have good judgment and decision making skills.

13. Must be able to work with all ages and take direction from superiors.
14. Staff supervisory experience desired, but not required.

III. Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb or balance; stoop, kneel, crouch, crawl, talk, hear, taste or smell.

The employee must regularly lift and/or move up to 25 pounds, frequently lift and/or move up to 50 pounds, and occasionally lift and/or move more than 100 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus for office work and observing and maintaining pool safety.

Tools and equipment used include but are not limited to personal computer, calculator, printer, copy and fax machines, handicap lift, screwdriver, rescue tube, back board, white board, pull buoy, kick board, flippers, time clock, sink toys, first aid kit, teaching supplies, cleaning supplies, vacuum, broom, brush, paint brush, wrench, hose, rubber gloves, watering can, water testing kits, chemicals, phone, and nets.

General Sign Off: The employee is expected to adhere to all company policies and to act as a role model in the adherence to policies.

I have read and understand this job description.

Signature: _____

Date: _____