



Assistant Aquatics Supervisor Job Description

Non-Exempt: Part Time

General Statement of Duties:

This position will provide a high quality, customer service-oriented experience for pool patrons. Under the supervision of the aquatic's supervisor, the assistant aquatics supervisor will be responsible for managing aquatics center staff when aquatics supervisor is not present, overseeing daily operations, including a strong emphasis on facility maintenance and water quality, providing excellent customer service through sales and program registration, participating in special events, and other duties as assigned by the aquatic's supervisor or management.

Essential Functions:

The duties and responsibilities listed below are illustrative only and are not meant to be a full and exhaustive listing of all the duties and responsibilities of the classification.

Managerial & Supervisory

- Supervise employees, particularly when the aquatic center supervisor is not present.
- Provide feedback to aquatic supervisor on staff performance and work effectiveness, as well as assisting in realigning work and staff assignments as needed.
- Assist in training employees in their area of work, including District policies, procedures and systems, rules governing the aquatics facilities, lifeguard and front desk responsibilities, monthly in-service trainings, customer service and decision-making skills, cleaning, and water testing duties.
- Motivate staff through effective leadership, as well as helping to control labor costs. Recommends necessary purchasing of department supplies to aquatic supervisor.
- Assists and helps coordinate the Districts swim lesson program; assists in instructor training.

Customer Service

- Ensure that staff provide a safe and friendly environment for patrons.
- Provide excellent customer service; create a positive experience through professional and courteous behavior, for both staff and patrons, and creative problem evaluation.
- Understand and promote aquatics programs and schedule.
- Knowledgeable about learn to swim program and recommend appropriate swim levels to patrons.
- Ensure that all marketing information is available and current at the front desk. Update the display case as needed.
- Perform duties of guard, swim instructor, or front desk attendant as needed.

Facility Maintenance and Patron Safety

- Provide training for Emergency Action Plan, as well as able to provide effective care during any emergency response.
- Work in conjunction with aquatics supervisor and district maintenance manager on day-to-day pool operations of ensure proper water quality, pump and filter maintenance and all mechanical systems of the pool; 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.

Supervision Exercised:

- Supervises staff daily, assists with scheduling, oversees programming and staff trainings

Supervision Received:

- Receives general supervision from the aquatic's supervisor; intermediate independent judgement and discretion is exercised to complete the essential functions of this role.

Knowledge, Skills, and Abilities:

- Reasoning Ability – *Intermediate*
 - 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 – *Intermediate*
 - Able to evaluate customer satisfaction and utilize resources to continuously improve customer satisfaction; recommend policy development and implementation.
- Freedom to Act – *Intermediate*
 - Receive limited direction, expected to perform the duty assignment according to his or her own judgement.
- Technical Skills – *Intermediate*
 - 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 are necessary to apply technical skills effectively.
- Administration Ability – *Intermediate*
 - 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:

American Red Cross Lifeguard, First Aid and CPR, Lifeguard Instructor Preferred, AFO or CPO Preferred.

Work Schedule:

Work schedule will be varied, approximately 30 hours per week, most of which are opposing shifts from the Aquatics Supervisor – evenings, weekends, with some daytime overlap. Schedule is subject to change without much advanced planning.

Compensation:

This is a part-time, non-exempt position, with an hourly pay range between \$18.14 - \$24.48, DOE.