



## CENTRAL COAST REGIONAL DISTRICT

### CENTENNIAL SWIMMING POOL, HAGENSBORG, B.C. JOB DESCRIPTION FOR POOL SUPERVISOR/MANAGER

**Hours of Work:** Full time; shift work required over a 7-day week, from May 1st to August 31<sup>st</sup> (no overtime will be scheduled and coverage to be provided for Supervisor's days off).

**Rate of Pay:** In accordance with Pay Scale Policy A-12(b)

**General Statement of Duties:** Answering to the Central Coast Regional District (CCRD) Centennial Pool Commission Chair (the Chair), or the CCRD Chief Administrative Officer if the Chair is not available, the Pool Manager shall be responsible for the supervision of pool operations and staff, including management and administration duties, and public relations, and will lend assistance in case of incident. Other duties may be required from time to time.

#### **Major Duties and Responsibilities:**

##### **1. Supervisory Role:**

- Supervises all aspects of the pool's operations, including staff, pool users, crowd management;
- Coordinates activities and assigns duties to the pool staff;
- Supervises and is familiar with mechanical systems and facility maintenance including items on open/close checklist, and daily maintenance as per Facility Maintenance Checklist, contacting the Maintenance Contractor if repairs are needed;
- Ensures standards for staff and pool operations are met as set by the Commission policies, the Provincial Health Act, and Pool Safety Plan;
- Ensures that pool operations are conducted in an efficient and business-like manner, while providing a pleasant and safe atmosphere for all users.

##### **2. Management/Administrative Role:**

- Oversees front office, telephone, public enquiries, admissions, cash, bookings, and develops forms/procedures for these as needed;
- Supervises or personally completes reconciling of daily cash, submitting daily monies and applicable records to CCRD Administrative Assistant in a timely fashion;
- Completes and maintains accurate records of program participant registrations fees and completion, pool rental schedules, daily user attendance reports, cash reconciliation, maintenance records and logs, and incident reports;
- Prepares summer activity schedule including time for swimming classes, public swim times, and lap swimming, and other pool related activities;
- Prepares summer work schedules for staff and ensures schedules are adhered to. In the event of scheduling challenges, ensures back up staff are available to fill positions, and ensure supervisory coverage is provided during Pool Manager's days off;
- Verifies, authorizes and submits time sheets for all staff to CCRD Administrative Assistant;
- Is familiar with and ensures staff is familiar with emergency procedures at the facility including the administration of first aid according to prescribed procedures, when to call emergency medical help, etc.;

- Using test kits, determines chlorine content, pH value, and colour of pool water at periodic intervals during the day and completes forms indicating time, date, and pool water test results. All pool chemistry levels are to be within the acceptable range outlined by the BC Health Authority;
- Purchases supplies and works within budget parameters in accordance with Purchase and Procurement Policy A-26. Any purchase made over the allotted \$250 limit requires approval of the Chair and/or CCRD Director of Finance;
- Schedules regular staff meeting (every 2 weeks) to get input from staff on ways to improve pool operations, discusses and resolves work related problems, and provides direction as needed to staff;
- Mentors and coaches staff in the performance of their duties and provides monthly evaluations on staff performance reflecting information such as work habits, effectiveness in interpersonal relations, and acceptance of responsibilities;
- Updates the Pool Safety Plan as directed by the Pool Commission;
- Reports to the Chair any items/issues needing attention, and attends Pool Commission meetings as requested.

### **3. Public relations Role:**

- Handles problems/complaints diplomatically and effectively;
- Deals with user groups and the public in a courteous, tactful and professional manner;
- Promotes guest/host relationship;
- Provides a liaison between the public, staff and Commission;
- Ensures all program participants receive badges and certification cards in a timely manner;
- Creates new programs to generate new interest in the pool.

### **Qualifications:**

- Minimum Grade 12 or equivalent;
- Mature, responsible;
- A very solid background in staff management and relations, general business operations, and cash handling;
- Knowledge of pool operations;
- Good leadership, communications and administration skills, and a good track record in dealing with the public;
- Preferably holds valid N.L.S. and Instructor certification; Commission may consider applicant with current Lifesaving certification and major First Aid (St. John's, Red Cross, C.P.R., etc.);
- Has initiative and desire to undertake additional training such as emergency care and pool maintenance if required or offered by the Commission.