



JOB DESCRIPTION

Position: Aquatic Supervisor (Seasonal)
Department: Community Services
Reports to: Supervisor of Recreation, Programs, and Community Liaison

Position Summary:

The primary responsibility of the Aquatic Supervisor is the effective delivery of programs and services in a safe, regulated manner at the Strathroy-Caradoc Fair Grounds Aquatic Park. The Aquatic Supervisor shall work under the supervision of the Supervisor of Recreation, Programs, and Community Liaison. The Aquatic Supervisor shall work in a cooperative and positive manner with all other staff, customers, and stakeholders for the successful delivery of Aquatic Park programs and recreation facilities. The Aquatic Supervisor is the on-duty supervisor whenever working at the Aquatic Park and is responsible for day-to-day operations at the facility. The Aquatic Supervisor is expected to take the leadership role concerning most attributes of the Aquatic Park and to understand and maintain the overall goals of the Aquatic Park team members and patrons.

Goal Statement:

As a member of the Municipal team, each employee is responsible for serving the citizens of Strathroy-Caradoc by meeting the ratepayers' needs and expectations, as articulated by Council, by striving to be the best in everything we do through attitude, training and creativity, and for representing the Municipality as a strong, integrated organization dedicated to quality, sustainable and viable services.

Duties and Responsibilities:

- Responsible for the ensuring the Department's high standard of customer service is achieved by providing excellent service, quality, and value. Responsible for ensuring and providing exceptional customer services in all duties and functions.
- Responsible for the safe day-to-day operation of the Aquatic Park including the supervision of approximately 20 lifeguards/instructors, 3 cashiers, and patrons of all ages.
- Responsible for proper record keeping including applicable records such as program lessons/report cards, filtration operation, chlorine system, etc. in accordance with Ontario Regulation 565, municipal policies, or updated regulatory practices as applicable.



- Responsible for being an effective liaison with various stakeholders including regulatory agencies, public health officials, customers, recreation/camp program coordinators and other important contacts.
- Responsible for the design and delivery of aquatic programs in accordance with applicable governing standards like Red Cross and Lifesaving Society of Canada. Assist with the promotion, marketing, and selling of Department aquatic programs and services. Assist with program registration into the Booking recreation software.
- Responsible for personnel functions like scheduling, training, and evaluating staff. Responsible for conducting staff meetings and training programs to ensure current policy, procedures, and health regulations are adhered to.
- Assist with handling cash and other forms of payments from customers. Responsible for ensuring proper cash handling procedures are followed at the Aquatic Park, and ensuring that cash is kept secure at all times, completing cash deposits in a timely manner.
- Responsible for ensuring proper water quality is maintained in the pool and assist with maintenance of the facility along with other department staff. Ensure the general upkeep and cleanliness of the pool. Assist with purchasing janitorial, office, and program supplies, chemicals, etc.
- Responsible for enforcing all departmental policies and procedures while encouraging staff to bring ideas forward that can improve the overall operation of the Department.
- Complete departmental reports as required such as accident, vandalism, and customer complaint reports.
- Act as the health and safety representative for the Strathroy-Caradoc Fair Grounds Aquatic Park and all aquatic program staff. Complete monthly site inspections.
- Perform such other related duties as assigned.

Qualifications:

- ❑ Must possess the following aquatic qualifications:
 - Lifesaving Society's National Lifeguard – Pool Certification.
 - Red Cross Water Safety Instructor Certification.
 - Standard First Aid/CPR-C Certification.
 - Lifesaving Society's Lifesaving Instructor, First Aid Instructor, Bronze Examiner Certifications considered an asset.
 - Must be physically able to perform the requirements of the position – this is tested both at the beginning of the season during training as well as during the season in-service training.



- ❑ Minimum 2-3 years of related aquatic and supervisory experience. Must be a proven team player and leader.

- ❑ Experience in direct delivery of aquatic programs and services.
- ❑ Exceptional customer service, communication, and interpersonal skills.
- ❑ Energetic, positive attitude, and ability to work independently.
- ❑ Microsoft Excel skills an asset.
- ❑ Valid class “G” Ontario Driver’s Licence.
- ❑ Ability to work day, evening, weekend and on-call shifts.
- ❑ A satisfactory Vulnerable Sector Check required prior to starting employment.

PREPARED BY: William Versloot

APPROVED BY: Greg McClinchey

UPDATED: February 2019

SUPERSEDES DATE: August 2018