



EMPLOYMENT OPPORTUNITY

Title: Shift Supervisor
Department: Community Services
Job Status: Permanent Full Time (40 hrs/week)

Job Posting 2017-21

General Purpose

Reporting to the Aquatic Supervisor or designate, the Shift Supervisor is the first point of contact for staff on duty and clients of the Kinsmen Aquatic Centre (KAC). The Shift Supervisor supports the efficient, safe, clean and fun operation of the KAC in accordance with the established policies and procedures.

Major Duties and Responsibilities

- Delivery of Aquatic Programs
- Supervision of staff on duty and ensuring the safety of the KAC clients
- Provision of excellent customer service
- Other related duties as assigned
- For full details on duties, please see attached *draft* job description.

Benefits

In addition to your excellent wage and benefits package, you will also receive:

- \$1.00/hr shift differential for hours worked between 6 PM and 7 AM and for all hours worked on weekends (Friday 6pm – Monday 7am)
- Annual swimsuit allowance
- Free annual pool pass
- Paid training and recertification

Minimum Qualifications, Certifications & Experience

- Senior Lifeguard Status
- 2 years Aquatic experience
- National Lifeguard
- Water Safety Instructor (WSI)
- Lifesaving Instructor
- Aquatic Fitness Instructor Award (AFLCA, CALA, WATERART) or internal certification
- Standard First Aid, CPR, AED
- WHMIS

Preferred Qualifications

- SFA/AEC Instructor
- National Lifeguard Instructor



EMPLOYMENT OPPORTUNITY

The proposed rotation for these positions is as follows:

Monday to Friday: 5:00 am – 1:00 pm and evenings: 2:00 pm – 10:00 pm (may include weekends). Incumbents will rotate from the AM shifts to the PM shifts every 8 weeks. **Please note, days and hours of work are subject to change based on operational requirements.**

The salary range for this role is \$38,896 - \$48,630 commensurate with experience.

Interested applicants are asked to submit a resume quoting Competition 2017-21 to Human Resources by email at humanresources@lacombe.ca

Resume review will commence September 27, 2017. Position will remain open until filled.

JOB DESCRIPTION

POSITION: *SHIFT SUPERVISOR*

SALARY LEVEL: *Lifeguard II*

REPORTS TO: Aquatic Supervisor/Designate

DEPARTMENT: *Aquatics*

EFFECTIVE DATE: September 20, 2017

The City of Lacombe values its staff and believes that success and satisfaction are based upon quality service. Each employee shares in the overall responsibility for quality service, and contributes a caring attitude and a commitment to excellence.

GENERAL PURPOSE

Reporting to the Aquatic Supervisor or designate, the Shift Supervisor is the first point of contact for staff on duty and the clients of the Kinsmen Aquatic Centre (KAC). The Shift Supervisor supports the efficient, safe, clean and fun operation of the KAC in accordance with the established policies and procedures and while adhering to its vision, mission and values.

MAJOR DUTIES

Activity A Delivery of Aquatic Programs

- Instruct aquatic programs as assigned.
- Supervise staff involved in aquatic programs.
- Assist in organizing special events and programs.
- Ensure completeness and quality of related program administrative activities including lesson plans, halfway reports and report cards.

Activity B Supervision

- Provide on deck direction and guidance to employees during assignments; monitor performance to ensure compliance with standards, policies and procedures.
- Assist in ongoing training and mentoring of employees.
- Provide training and orientation to staff as required.
- Recognize and prevent hazardous situations, enforce and explain the rules as required.
- Responsible to ensure maintenance and custodial duties are completed during and upon conclusion of shift.
- Monitor the completion of all instructor's administrative work in a complete and timely manner. Refer non-compliance of administrative activities to the Head Guard.

Activity C Customer Experience

- Provide excellent customer service and as the first point of contact, respond to patron enquiries or concerns. Take the necessary actions or refer the matter to Head Guard or Aquatic Supervisor.
- Ensure a safe and comfortable physical environment for all customers by adhering to and enforcing the cleanliness and safety standards.
- Assist with keeping the pool area clean and tidy at all times.
- Promote pool programming and maintain positive public relations between staff and customers.

Activity D Other

- Administer First Aid as required.
- Ensure checklists, water tests, and pool usage statistics are done on a daily basis.
- Assist with general administrative work as needed; including, but not limited to, instructor worksheets, facility statistics, and data input.
- Maintain awareness of and adhere to the City's OH&S policies by following responsibilities as outlined in the Health and Safety Manual and comply with all safe work procedures and the OH&S program requirements.
- Other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

- Extensive knowledge of water safety, lifeguarding and lifesaving
- Extensive knowledge of first aid and emergency response
- Extensive knowledge of pool operation and general maintenance
- Extensive knowledge of safety rules and regulations
- General knowledge of building cleaning and maintenance
- Knowledgeable in the principles of supervision and mentorship of staff
- Strong interpersonal skills
- Excellent organizational skills
- Physical condition sufficient to ensure strength and stamina in the water and on deck
- Ability to communicate effectively using courtesy, positivity, tact and discretion in responding to requests, complaints and clarification of information
- Ability to be an ambassador and role model to staff in an effort to promote excellence and advancement in Aquatics
- Ability to provide guidance and direction to a diverse group of employees
- Ability to enforce safety procedures with tact and firmness
- Ability to demonstrate exemplary teaching skills on a consistent basis
- Ability to respond quickly and appropriately while remaining calm in emergency situations
- Ability to attend all required training and In-Service sessions

- Strong commitment to team work and excellence in public service
- Ability to represent the City and department in a professional, competent manner

MINIMUM QUALIFICATIONS REQUIRED

- Senior Lifeguard Status
- 2 years Aquatic Experience
- National Lifeguard
- Water Safety Instructor (WSI)
- Aquatic Fitness Instructor Award (WATERART, CALA, AFLCA, or internal certification)
- Lifesaving Instructor
- Standard First Aid, CPR, AED
- WHMIS

PREFERRED QUALIFICATIONS

- SFA/AEC Instructor
- National Lifeguard Instructor

Approved: _____
Community Services Director

Recreation & Culture Manager

Date: _____