



## **Aquatics Supervisor**

The Royal Glenora Club is seeking an experienced, highly qualified and motivated leader to direct its Aquatics Department.

### **Job Description:**

Under the direction of the Director of Recreation, the Aquatics Supervisor will be responsible for the supervision of the operations of the aquatics pools through planning, coordination, scheduling, and evaluating a variety of programs specific to aquatics area within the facility.

This is a scheduled, regular, full time position. This position requires a flexible work schedule to including mornings, evenings and weekends.

### **MAJOR RESPONSIBILITIES AND ABILITIES:**

Under the supervision of the Director of Recreation, the Aquatic Supervisor will provide technical expertise by:

- Conducting orientation and in-service training of staff to ensure an applied understanding of life support programs (emergency procedures) and techniques, lesson instruction, and knowledge of departmental policies and procedures;
- Instructing advanced level aquatic instructor and lifeguarding programs acting as a mentor for staff, ensuring established safety and customer service standards are met.
- Performing on-deck lifeguarding duties and teaching lessons when required due to staffing levels; and providing input, organizing & supervising special events.

### **Provides supervision by:**

- Planning, assigning, supervising, and checking the work of part time and casual employees engaged in instructional and lifeguarding duties;
- Participating in the selection, recruitment, training, and development process for Aquatic staff;
- Evaluating the work performance of Aquatics staff;

### **Provides customer service by:**

- Communicating effectively with staff (aquatic, administration, maintenance) and Members, fostering a safe and enjoyable aquatic facility;
- Answering enquiries and handling complaints of participants regarding course content and teaching methods of instructors;
- Establishing and maintaining effective working relationships with a variety of internal and external contacts.

### **Provides administrative duties by:**

- Participating in the planning, organization and promotion of aquatic programs;
- Evaluating and recommending changes to a variety of instructional, competitive and recreational aquatic programs for all ages;
- Ordering and maintaining program inventory and first aid supplies;
- Facilitate swimming lesson administration and data input;
- Performing related duties as assigned.

### **QUALIFICATIONS:**

- Education: Minimum: Grade 12 Diploma. Preferred: Graduation from a four year college or university with a Bachelor's Degree in Recreation, Physical Education, or a closely related field
- Proficient knowledge in the areas of lifeguarding, swimming instruction, and emergency procedures
- Current certification as a Life Saving Society Instructor that is valid throughout employment
- Pool Operator Level 1 is **REQUIRED** and Pool Operator Level 2 is considered an asset
- Valid NLS certification
- Valid First Aid or Aquatic Emergency Care/CPR
- First Aid Level C including CPR which includes A.E.D.
- Lifesaving Society Instructor Certification (LSI) • National Lifeguarding Services Certification (NLS)
- Pool Operators Certification Level 1 with ability to progress to Level 2
- Lifesaving Society Aquatics Supervisor Training (A.S.T.)
- W.H.M.I.S Certification
- Demonstrated computer skills to operate spreadsheet and word processing programs
- Functional office computer skills.
- Plus three (3) years directly related aquatics experience, or any equivalent combination of education and experience.

### **ADDITIONAL DESIRABLE KNOWLEDGE AND SKILLS:**

- Alberta Class 5 Drivers licence
- Pool Operators Certification Level 2
- Instructor Trainer-National Lifeguard
- Swim For Life Instructor Trainer
- Aqua-aerobics training
- Oxygen Administration (O2), would be an asset
- High degree of verbal, interpersonal and organizational skills.
- Ability to work independently with a minimum of supervision.
- Strong supervisory skills.
- Knowledge and Skills:
- Considerable knowledge of the Lifesaving Society programs, policies and general pool standards.
- Applied Knowledgeable of aquatic standards (AHS)
- Ability to lead, train, supervise and evaluate staff.
- Sound judgment and problem-solving abilities.
- Ability to effectively plan, organize and schedule aquatic program activities.
- Ability to define problems areas, establish work methods and monitor tasks.
- Exceptional ability to self-motivate and function with minimal direction meeting established timelines.
- Strong organizational and time management skills.
- Excellent verbal and written communication skills.

- Excellent interpersonal and conflict-resolution skills.
- The ability to establish and maintain positive working relationships with co-workers, YMCA-YWCA staff, members of the general public and external agencies.
- Ability to work within, and contribute to, a collaborative team environment.
- Demonstrated commitment to customer service.
- Applied knowledge of WCB regulations and local pool policy with regards to chlorine gas and other types of emergency circumstances, and safe work practices.

**COMPETENCIES:**

- Service Attitude: Identifies needs and wants of members/participants as priority and responds in an effective and timely manner to enhance every person's experience.
- Relationship Building: Builds positive interactions both internally and externally to achieve work related goals.
- Welcoming: Treats everybody in a friendly and respectful manner. Creates a pleasant, user-friendly atmosphere. Goes out of your way to make people feel at ease and makes an effort to learn the names of staff, volunteers, and patrons.
- Quality Focus: Ensures that services criteria for self, staff, and programs are set, reviewed and surpassed regularly to provide excellent service delivery.

**SALARY:**

The Royal Glenora Club offers a competitive salary and comprehensive benefits package for this full-time position

**APPLICATIONS:**

The posting will be open until a suitable candidate has been found.

Qualified candidates may submit a resume, with cover letter referring to "Aquatics Supervisor" position to:

Royal Glenora Club

c/o Human Resource Director

11160 River Valley Road NW

Edmonton AB

T5J 2G7

Visit our website, [royalglenora.com](http://royalglenora.com)

We thank all applicants for their interest in The Club; however, only those selected for further consideration will be contacted. No phone calls please.