

Pool Supervisor

Role: As a Pool Supervisor, your objective will be to lead staff at the pool to ensure the team operates in a proficient and professional manner. You will work to provide a safe and customer centric experience for our customers using our facilities. Benchmark operates the Forest Lawn Outdoor Pool, Millican Ogden Outdoor Pool, and the Stanley Park Outdoor Pool.

Reports to: Pool Manager

Responsibilities:

Opening:

- Perform necessary maintenance in order to clean basin and fill the pool and begin adding appropriate chemicals
- Set up Alberta Health Inspection prior to opening, including the submission of a water sample
- Create swim lesson schedule and set up online registration
- Producing a staff schedule, including planning for who will be available to work shutdown
- All other necessary opening tasks

Operating:

- Use active guarding techniques: including roaming, scanning and blind spot checks
- Act immediately and appropriately to ensure safety of customers in the event of an emergency
- Provide emergency care and treatment as required until arrival of emergency medical services
- Present a professional appearance and attitude at all times, including wearing the provided uniform during each shift and appropriate footwear
- Ensure that the pool(s) are at correct temperatures and the chemistry is balanced, and acting to fix any issues with pool water as per training.
- Book and manage all private rentals, including one-off rentals and multiple rentals (i.e. swim club)
- Administrative tasks: resolving any schedule conflicts or filling any open shifts, payroll, keeping record of any accidents, incidents or complaints, answering emails, producing invoices for rentals
- Problem solving and troubleshooting abilities with quick decision making capabilities
- Act as a leader for staff by demonstrating self-driven work ethic and high quality of work
- Ability to deal with conflict and customer resolution, and when needed contacting Benchmark Manager for additional assistance and direction
- Completing daily cash-outs and doing weekly bank deposits
- Ensuring cash registers have correct floats, and that extra change (i.e. quarters, loonies, toonies) is available if need in safe
- Ensuring staff have maintained awards, seen physical and have physical copies at every pool; if expired, ensuring the staff re-certify and receiving their new award. Should a staff member fail to re-certify, the schedule will be adjusted and all their shifts removed until they are recertified.
- Plan, overseeing and administer training of staff through physical standards, skills, drills and training assessments, including in-services (with records of attendance)
- Maintain a high standard of customer engagement
- Perform various maintenance duties to maintain a clean and safe facility
- Ensure Public Health Orders and bylaws are followed, particularly in regards to COVID-19
- Ensure necessary precautions are taken by both staff and customers to prevent the spread of COVID-19

Qualifications:

- CPR Level C Certification (issued within either September 2020 or later)
- Standard First Aid Certification (issued within either September 2018 or later)
- National Lifeguarding Certification (issued within either September 2019 or later)
- National Lifeguard Trainer Certification is considered an asset
- Pool Operator Level One Certification (if you do not have, Benchmark will provide training)
- Transportation of Dangerous Goods Certification (if you do not have, Benchmark will provide training)
- Work Place Hazardous Materials Information System (WHMIS) (if you do not have, Benchmark will provide training)
- Previous experience lifeguarding and/or swim-instructing
- Previous experience supervising at an aquatic facility
- Previous customer service experience
- Previous supervisor experience is considered an asset
- Post-secondary education in a relevant field such as Recreation, Leisure, Fitness, Coaching, Health, Sociology, Psychology, Education, etc. and/or a combination of award certifications and experience deemed equivalent is desired.

Health and Safety:

- While performing the essential functions of this job, some tasks involve the ability to exert very moderate physical effort, typically involving some combination of standing, standing at a height, sitting, sitting at a height, crouching, walking, climbing, swimming, performing work while wet and/or performing the aforementioned tasks for extended periods of time.
- Emergency tasks and regular staff training events involve the performance of physically demanding work, which may involve some combination of running, climbing and/or swimming and may involve lifting, carrying, pushing and/or pulling heavy objects including distressed persons on land or in the water, including performing work while wet and/or performing the aforementioned tasks for extended periods of time.

Note: The positions are open to those 18 years of age or older. Preferences will be given to student(s) with disabilities or member(s) of a visible minority, who are priority students to hire for summer job funding.

Interested persons should submit a resume no later than May 5, 2021 to:

Benchmark Projects Ltd.

E-mail: stanley@benchmarkprojects.com