



JOB TITLE: Pool and Events Manager

DEPARTMENT: Parks

FLSA STATUS: Non-Exempt

REPORTS TO: Park Superintendent

I. POSITION SUMMARY

This position is responsible for managing the operation of the Town swimming pool facility, associated aquatics programs, concessions, and special events hosted within Town. This position shall supervise and evaluate staff in the pool operation during the aquatics season. Incumbents determine scheduling necessary for the supervision of pool activities, including preparing work schedules and assigning personnel to duty stations, observing pool attendance, adding, or shifting Lifeguards to ensure proper coverage, and overseeing and monitoring timekeeping. Work involves replenishing supplies as needed, directing, or conducting in-service training activities, checking pool water for proper temperature and purity, and making or requesting changes in chemical additives. Monitoring the performance of staff engaged in lifeguarding and giving swimming lessons is an important aspect of the work, as this position is expected to take corrective action in dealing with unacceptable practices. Duties also involve maintaining records; preparing reports on pool activities and operation; directing the cleaning, general operation, and maintenance of pool facilities; implementing special events and ensuring proper customer service. Employees also provide input for consideration of changes or modifications in policies, procedures, programs, and solutions to problems involving municipal pools. This also includes performing related duties as required or directed by the Parks Superintendent. Applicant must be 18 years of age or older.

II. Experience and Duties

Requirements of Work

- operation and maintenance of swimming pools;
- health and safety standards and practices, which relate to the operation of public pools;
- the principles, practices, and application of lifesaving and first aid techniques;
- the rules and regulations pertaining to pool use;
- the principles and practices of supervision;
- and recordkeeping methods and procedures;
- attend monthly Park Board Meeting.

Essential Duties and Responsibilities

To be successful in this role, an individual must be able to perform in a satisfactory manner the functions listed below. This list is not exhaustive; other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Provides program information, resolves problems, gives swimming lesson instruction, adjusts improper conduct, notifies parents or relatives of an emergency situation;
- Instructs lifeguards and volunteers on job responsibilities;
- Direct and delegate to Assistant Managers and staff to ensure top class facilities and service;
- Coordinates program activities including acquiring program supplies, scheduling, equipment, etc.
- Produces written documents such as incident and accident reports, course record forms, and staff evaluations.
- Purchase of supplies for the facility and concessions;
- Prepares daily records of receipts, assists and monitors cashiers to maintain accurate financial records, and submits necessary reports;
- Maintains, analyzes, and submits pertinent records in respect to daily patron admissions and revenue, sanitary water conditions (chlorine and pH readings), water backwashing, accidents, rescues and assists, and first aid.
- Must be available outside of normal business hours to respond to town needs;
- Must possess a valid driver's license;
- All other duties as may be delegated by the Parks Superintendent.

III. COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

- Customer Service - Responds promptly to customer needs; Responds to requests for service and assistance; Meets commitments.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations. Team Work - Balances team and individual responsibilities.
- Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Presents numerical data effectively; Able to read and interpret written information.
- Quality Management - Demonstrates accuracy and thoroughness. Ethics - Works with integrity and ethically.
- Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time.
- Adaptability - Adapts to changes in the work environment.
- Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- Dependability - Follows instructions, responds to management direction; Completes tasks on time or notifies appropriate person with an alternative plan.
- Initiative - Asks for and offers help when needed. Judgment - Exhibits sound and accurate judgment. Planning/Organizing - Uses time efficiently.
- Professionalism - Approaches others in a tactful manner. Quantity - Completes work in timely manner.
- Safety and Security - Observes safety and security procedures.

Education/Experience:

High school diploma or GED is required. Preferred three (3) to five (5) years of experience relating to public pool management and/or event planning.

Language Ability:

Ability to respond to common inquiries and complaints from customers, regulatory agencies, or members of the community.

Math Ability:

This position requires the employee to perform basic mathematical calculations, measurements, and elevations.

Reasoning Ability:

Ability to define problems, collect data, establish facts, and draw valid conclusions.

Computer Skills:

To perform this job successfully, an individual should have knowledge of Word Processing software: Spreadsheet software and Internet software.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to stand and sit for periods of time and to move intermittently throughout the workday;
- Ability to work both indoors and outdoors with exposure to hot, cold and inclement weather conditions;
- Ability to perform focused work with close attention to detail, using strong sensory skills such as good eyesight, hearing and manual dexterity;
- Ability to push, pull and move up to fifty (50) pounds.