

CITY OF YELLOWKNIFE
Job Description

May 2008

POSITION TITLE: Pool Supervisor

POSITION NO: 602-104U

DEPARTMENT: Community Services

DIVISION: Programs

LOCATION: Ruth Inch Memorial Pool

SUPERVISOR'S TITLE: Program Manager

SUMMARY OF DUTIES

Under the direction of the Program Manager, the incumbent is responsible for the development, supervision and performance management of maintenance, guarding, program and administrative staff at the facility. This position has overall responsibility for the maintenance and operations of the aquatic facility and the immediate surrounding area, including but not limited to the apparatus, equipment, procedures and practices, scheduling, programming, promotions, bookings, public liaison and health and safety issues. Budgetary responsibilities include meeting annual revenue projections and regular monitoring of operational expenditures. There is a requirement for the incumbent to respond to emergencies after hours and to be on call at designated times.

OUTLINE OF DUTIES

- Performs supervisory responsibilities of the staff of the aquatic facility by:
 - Supervising the performance of lifeguards, instructors, volunteers, maintenance and administrative staff to ensure they complete all assignments/responsibilities and doing regular performance appraisals on staff which includes identifying course planning/training objectives.
 - Dealing with performance issues of staff in conjunction with the Program Manager.
 - Working with Human Resources to recruit new staff when vacancies exist.
 - Preparing staff schedules (weekly, monthly and yearly schedules) and ensuring there is adequate coverage for the appropriate programs.
 - Reviewing and recommending for approval or denial all staff leave requests and working them into the schedule.
 - Ensuring all staff is oriented to the facility and that regular training takes place as appropriate.
 - Developing, monitoring and delivering staff safety and operational training, including ensuring all staff are trained to apply proper aquatic first aid, to use specialized equipment and specialized rescue techniques for situations that may occur in, on or around the facility.
 - Setting of the building standards and course content for staff training, procedures and practices.

- Ensuring staff skills and professional awards retention through developing and delivering in-service programs and bi-annual skills assessment of aforementioned building standards.
 - Debriefing staff after incidents and forwarding any recommendations to the Program Manager for follow-up directions and implementation of any changes.
 - Writing safe work procedures and practices for the facility.
 - Completing and submitting Workers Safety and Compensation Commission Reports as required.
 - Investigating all accidents and/or incidents, completing necessary reports and doing follow-up.
- Performs overall supervision of the facility by:
- Researching and making recommendations for the operating and capital budgets and ongoing budget control for areas of responsibility including short and long term planning for the facility.
 - Ensuring overall operation of the pool is evaluated and recommendations are made to the Program Manager for changes and improvements.
 - Ensuring cash and security procedures are in place and are followed and responsible for reconciliation of cash in the absence of the Cashier.
 - Performing administrative and maintenance functions of the CLASS software system.
 - Formulating emergency plans for the facility and taking on the role of Building Warden to direct all emergencies.
 - As one of three designates, entering the chlorine room in case of repairs or emergencies, applying proper chlorine handling and confined space entry procedures.
 - Ensuring Workplace Hazardous Materials Information Systems (WHMIS) and Material Safety Data Sheets (MSDS) are kept current and available for all staff.
 - Coordinating the acquisition, repair, replacement of property, apparatus, equipment, chemicals and supplies.
 - Overseeing and scheduling preventive maintenance programs.
 - Assisting Program Manager with capital projects to ensure project quality and successful completion.
 - Liaising with trades people in regards to maintenance and servicing of pool equipment.
 - Performing pool maintenance duties in the absence of Pool Maintainer.
 - Taking standby duty to respond to emergency calls.
- Performs supervision of aquatic programming by:
- Identifying the need for and supervising programs aimed at reducing threats to health and life in the facility for the general public.

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- Ensuring pool schedules, rentals, aquatic programs and special events are updated accurately in the computerized system as well as the monitoring and maintaining of the Point of Sale (POS) system.
 - Marketing and promoting recreation swims, programs, special events and swims and rentals.
 - Monitoring the Joint Use Agreement/rentals in relationship to the facility.
 - Liaising with schools and other City portfolios and rental groups to decide on scheduling that will ensure staff and time for joint projects.
 - Overseeing accuracy of bookings and following-up with users who are delinquent in their payments.
 - Liaising with the media to raise public awareness of the importance of life and water safety programs and activities.
 - Ensuring the implementation and proper supervision of special events in the facility.
 - Reviewing procedures and practices based on new industry standards for all areas of responsibility.
 - Teaching aquatic programs offered at the facility as well as advanced courses for staff development when required.
- Performing other related duties as assigned.

SPECIFICATIONS

KNOWLEDGE, EDUCATION AND EXPERIENCE

All of the following are required: Grade 12 diploma and three (3) years experience in the aquatic field in a supervisory position, CPR-C, Standard First Aid or Aquatic Emergency Care, Lifesaving Swim and Advanced Instructor, National Lifeguard, National Lifeguard Instructor Trainer, Lifesaving Swim Instructor Trainer, Automated External Defibrillator (AED) Certificate, Pool Operators Certificate, Level I and II, Aquafit certification, computer experience with a registration and booking software and scheduling application and valid driver's license.

Incumbent must possess at least three of the following certifications:

WHMIS Instructor, First Aid Instructor, AED Instructor, Pool Operator Instructor, Diploma or Degree in Recreation (equivalencies may be considered), CPR Instructor, Self-Contained Breathing Apparatus (SCBA) training, Crisis Incident Stress Management Debriefing training and supervisory training.

It is the responsibility of the incumbent to ensure all awards/certifications that are required for this position remain current.

RESPONSIBILITY

CONTACTS

The Pool Supervisor provides the communication link between staff and management for giving and receiving of direction, advice or guidance in the matter of policy. This job requires continual contact with members of the public, staff, user groups, schools, private sector contractors, other City departments, government agencies, accredited training agencies, industry organizations and the media.

SUPERVISION OF OTHERS

This position supervises ten (10) full-time staff, contractors and up to twenty-five (25) part-time casual staff and is responsible for a large amount of equipment and infrastructure. This position requires that the person exercise sound judgment and makes technically correct decisions at all times. Constant consideration and attention must be given to the well-being and safety of subordinate staff, contractors and the patrons of the facility. Errors in judgment could result in loss of life or serious injury, building and program closures and serious liability for the City. The incumbent may be involved in matters of a sensitive or controversial nature. Must be able to maintain confidentiality at all times relating to supervision and accident and incident investigation.

EFFORT

MENTAL

Supervisory duties require the Pool Supervisor to be continuously aware of the work environment and all the hazards that are present (chlorine gas, chemicals, contact rescues). The stress of operating an emergency response team, programs and a facility requires the incumbent to accept that personal decisions and actions have a direct effect on people and their safety as well as public property.

PHYSICAL

The incumbent is required to maintain physical conditioning that would allow them to maintain a National Lifeguard award. The position also requires lifting and the ability to wear specialized equipment that is required to enter the chlorine room. Lifting may also be required in the removal of patrons from deep water and/or spinal boards.

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WORKING CONDITIONS

ENVIRONMENT AND HAZARDS

The position requires working in an environment that has hazards such as possible exposure to hazardous materials and biological hazards (chlorine gas, chemicals, humidity and noise). The working environment presents potential threats from chemical handling, danger from contact rescues performed in hazardous environments or occupational accidents such as lifting injuries, sprains, cuts, etc...

The incumbent is one of three designated individuals to enter the chlorine room in case of repairs or emergencies and must be trained in applying proper chlorine handling and confined space entry procedures.

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is a general description of the duties and responsibilities and qualifications required for my position, which forms the basis for my classification level and against which my performance will be evaluated.

Employee's Signature

Date

Human Resources' Signature

Date

Department Head's Signature

Date

City Administrator's Signature

Date