



## Position Description

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| <b>Position Title:</b>  | Aquatics Supervisor and Head Lifeguard    |
| <b>Position Status:</b> | Full-time permanent                       |
| <b>Supervisor:</b>      | Community Services and Facilities Manager |
| <b>Employee Group:</b>  | Non-Union                                 |

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### **Position Summary**

The Aquatics Supervisor and Head Lifeguard is responsible for the coordination, supervision and delivery of aquatic programs, services and operations. As the Town's senior aquatic staff member, this position provides day-to-day leadership to aquatic staff while maintaining an active role in lifeguarding, swim instruction, leadership development, staff training and program delivery.

The position is responsible for ensuring a safe, welcoming and service-oriented aquatic environment through effective staff supervision, regulatory compliance, operational oversight, customer service and direct participation in aquatic programming and emergency response activities.

### **Direction Received**

- The incumbent reports to the Community Services & Facilities Manager.
- The incumbent exercises considerable independence in the planning, coordination and implementation of aquatic programs, staff scheduling, training initiatives and daily aquatic operations. Matters involving policy interpretation, budget development, labour relations, significant disciplinary action and major operational issues are referred to the Community Services & Facilities Manager.

### **Direction of Others**

Provides direct supervision, leadership, mentorship and performance oversight to:

- Full-Time, Part-Time and Casual Lifeguards
- Swim Instructors
- Assistant Lifeguards
- Swim Lesson Assistants / Pool Deck Assistants
- Aquatic Fitness Instructors
- Volunteers and placement students assigned to aquatic programs

The incumbent is responsible for staff orientation, scheduling, training, certification tracking, performance evaluation and providing operational direction during daily activities and emergency situations.

### **Revenue, Asset and Expenditure Scope**

- Oversee an annual operating budget of approximately \$150,000 and approximately \$100,000 in assets
- Responsible for program invoicing, payment processing, and the purchase and maintenance of recreation supplies and equipment
- Supports fund development and sponsorship opportunities for Community Services projects.

### **General Responsibilities**

#### **Aquatic Operations**

- Coordinate and oversee the day-to-day operation of aquatic facilities and services.
- Ensure compliance with all legislation, regulations, policies, procedures and aquatic safety standards.
- Coordinate emergency response procedures and post-incident follow-up activities.
- Conduct routine inspections to identify and address operational, maintenance and safety concerns.
- Maintain aquatic equipment, safety equipment and first aid supplies.

#### **Staff Leadership and Development**

- Recruit, orient, train, schedule, supervise and evaluate aquatic staff.
- Coordinate regular in-service training, emergency simulations and staff development opportunities.
- Maintain records of employee certifications and ensure qualifications remain current.
- Provide coaching, mentorship and support to assist staff development and succession planning.
- Foster a positive and professional workplace culture.

#### **Program Coordination**

- Coordinate the delivery of swim lessons, leadership programs, aquatic fitness classes, public swims, specialty programs and aquatic events.
- Assist with program planning, promotion, implementation, evaluation and continuous improvement.
- Investigate and resolve customer inquiries and concerns.
- Promote a high standard of customer service and program quality.

#### **Instruction and Lifeguarding**

- Perform lifeguarding duties as required.
- Teach swim lessons, leadership courses, certification programs and staff training sessions.

- Provide deck supervision and operational support during aquatic programming.
- Maintain a visible and active presence within aquatic operations.

## **Administration**

- Prepare and maintain reports, schedules, attendance records, incident reports, training records and operational documentation.
- Assist with budget preparation and purchasing.
- Support the development and implementation of departmental policies and procedures.
- Utilize scheduling, registration and office software systems.

## **Education and Qualifications**

### **Required**

- Minimum of one (1) year of leadership, supervisory, instructional or team lead experience within an aquatic, recreation or customer service environment.
- Minimum of three (3) years of aquatic experience
- National Lifeguard (Pool)
- Swim Instructor
- Standard First Aid with CPR-C
- High School Diploma or General Education Diploma
- Valid Ontario Driver's Licence (minimum Class G2)

### **Asset**

- Lifesaving Society Instructor, Examiner and National Lifeguard Instructor certifications.
- Aquatic Supervisor Training
- Pool Operator Training
- Certified Fitness Instructor
- Post-secondary education in Recreation, Physical Education, Leadership, Public Administration or a related field

## **Knowledge, Ability & Skill**

- Thorough knowledge of aquatic operations, water safety principles and emergency response procedures.
- Thorough knowledge of Lifesaving Society standards, instructional practices and aquatic program delivery.
- Knowledge of applicable legislation, health regulations, occupational health and safety requirements and municipal policies.
- Ability to supervise, mentor, motivate and evaluate staff effectively.
- Ability to coordinate multiple programs, priorities and schedules simultaneously.
- Ability to exercise sound judgment and make effective decisions in emergency situations.
- Strong organizational, problem-solving and conflict-resolution skills.
- Strong verbal and written communication skills.
- Proficiency with Microsoft Office applications and recreation management software.
- Ability to establish and maintain effective working relationships with staff, participants, user groups and the public.

## **Effort**

- Frequent concentration is required to monitor aquatic environments, coordinate staffing resources, address customer concerns and respond to emergent situations.
- Regular requirement to prioritize competing operational demands and make decisions under time constraints.
- Frequent standing, walking, bending, reaching and movement throughout the aquatic facility.
- Regular demonstration of aquatic skills and instructional techniques.
- Ability to perform water rescues and emergency response duties when required.
- Occasional lifting, carrying, pulling and moving equipment and supplies up to 25 kg.

## **Working Conditions**

- Work is primarily performed within indoor aquatic and recreation facility environments.
- Frequent exposure to heat, humidity, chlorinated water, cleaning chemicals and elevated noise levels.
- Regular interaction with staff, participants, user groups and members of the public.
- Exposure to stressful situations requiring immediate response and decision-making.
- Work schedule includes evenings, weekends, statutory holidays and irregular hours based on operational requirements.

## **Conditions of Employment**

The successful candidate will be required to:

- Must maintain all required certifications as a condition of employment.
- Must provide and maintain a satisfactory Criminal Record and Vulnerable Sector Check.
- Must be physically capable of performing lifeguarding, rescue and emergency response requirements.
- Must participate in mandatory staff training, in-service sessions and professional development activities.
- Must comply with all Town policies, procedures and health and safety requirements.
- Must wear and maintain required uniforms and personal protective equipment.
- Successful completion of additional aquatic leadership certifications may be required as part of ongoing professional development and operational needs.