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# Pool Manager Job Description

**Appointed by:** Amanda Davis, Chief Administrative Officer

**Delegated Authority:** TBD

**Term:** TBD – August 31, 2024

**Location:** Town of Bassano Outdoor Pool (249-256 6 Avenue, Bassano)

**Compensation:** \$22.00

## Summary

Under the direct supervision of the Recreation and Community Services Liaison, the Pool Manager shall provide strong leadership to pool staff, maintain consistent communication with the public, manage facility operations, and ensure safety and cleanliness standards are met. The cleanliness of our facility, customer relations, and commitment to safety directly contributes to how residents perceive the quality of our services and the standard of operations set by the Town of Bassano.

The Pool Manager must communicate with the Recreation and Community Services Liaison and Pool Operator consistently to ensure that the Bassano Outdoor Pool is functioning at its best.

## Hours of Work

40 hours per week.

## Requirements

1. Minimum age of 18.
2. 3+ years of aquatic experience.
3. Current criminal record and vulnerable sector check
4. References from previous work experience
5. Current National Lifeguard -Pool Certification
6. Current Standard First Aid
7. Current Lifesaving Society Swim Instructor Certification
8. Current Lifesaving Society Lifesaving Instructor Certification.
9. Pool Operator Level 1 Certification
10. Current National Lifeguard Instructor is an asset.
11. Current Lifesaving Instructor Trainer is an asset.

\*Standard First Aid, pool operator, and lifeguard certifications will be offered in-house if they have expired.

## Confidentiality

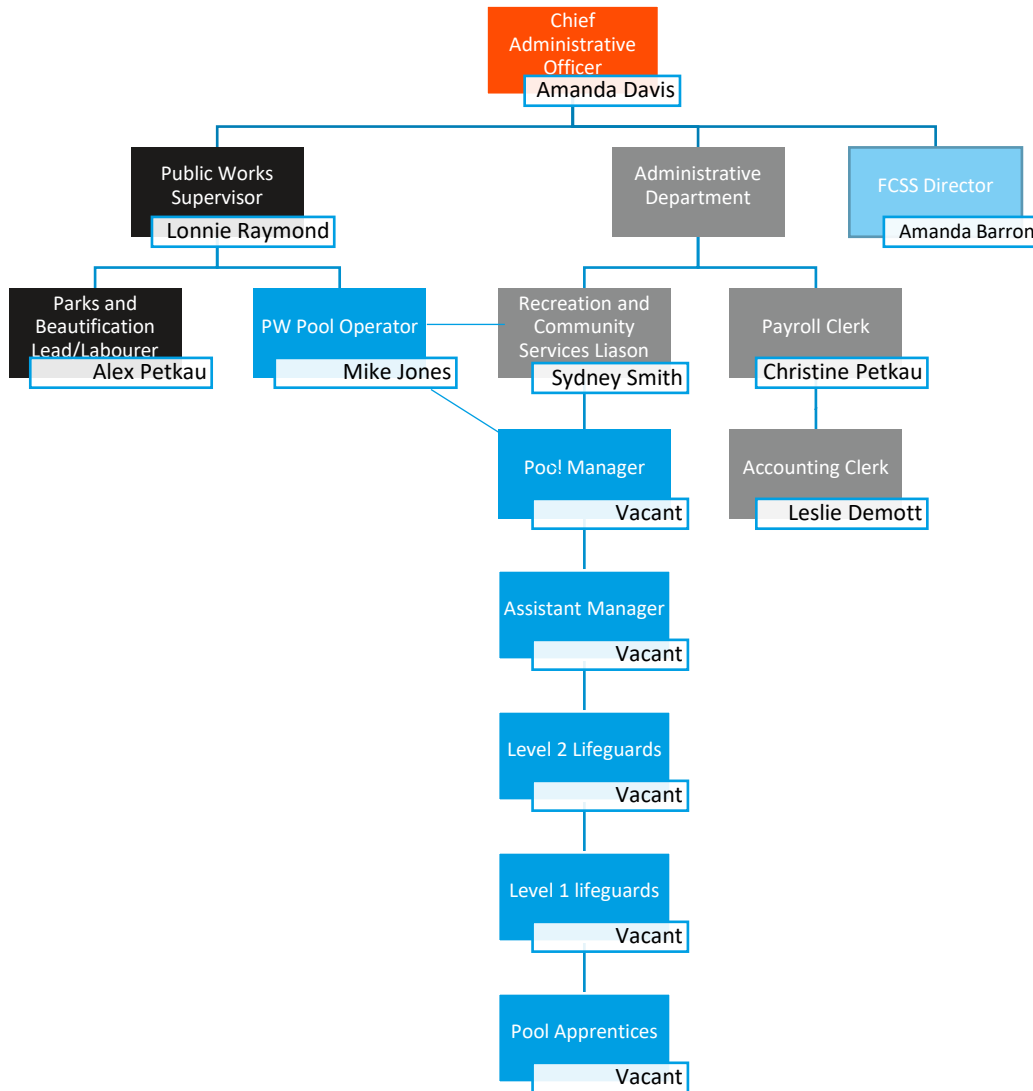
The Pool Manager is required to maintain a professional level of confidentiality. Privacy and security must be maintained both to protect the sensitive information stored at the facility and the Town's reputation as a trusted governing body.

### **Skills and Competencies**

The Pool Manager must possess the following skills and competencies:

1. Strong written and oral communication,
2. High degree of professionalism, courteous and consistent communication,
3. Maintain a professional level of confidentiality,
4. Ability to handle monetary transactions,
5. Attention to detail,
6. Organized,
7. Ability to change and adapt,
8. Mentorship/leadership capabilities,
9. Ability to give clear direction to subordinates and take direction from superiors,
10. Ability to communicate with people of all ages appropriately,
11. Strong leadership qualities,
12. Ability to handle high pressure situations,
13. Ability to perform First Aid and life saving techniques in and out of water,
14. Observant,
15. Ability to effectively handle both positive and negative interactions with patrons,
16. Time management,
17. Fiscal management,
18. Have a willingness to learn,
19. Trustworthy and honest, and
20. Dependable.

**Organizational Chart and Reporting Pathways**



The CAO will provide direction to the Recreation and Community Services Liaison regarding annual operational priorities. The Recreation and Community Services Liaison will develop operational plans to be implemented by Bassano Outdoor Pool staff.

Under the supervision of the Recreation and Community Services Liaison, the Pool Manager is responsible for managing staff, programming, and day-to-day operations of the pool. The Pool Manager will work closely with the Pool Operator to maintain pool water chemical balance and mechanical systems (e.g. pumps).

The Pool Manager shall report to the Recreation and Community Services Liaison if they are unable to complete work duties (E.g. sick) or if they have concerns related to work duties.

## Bassano Outdoor Pool – Pool Manager Job Description

The Pool Manager is responsible for setting clear direction and oversight of all Bassano Outdoor Pool lifeguard staff.

## Working Conditions

Physical Demand	Mental Demands	Environmental Conditions
<p>The Pool Manager must be able to perform all lifesaving skills and meet National Lifeguard physical requirements.</p> <p>The Pool Manager shall be handling cleaning chemicals and must take necessary precautions to protect eyes, nose and skin from irritation and infection.</p> <p>Person(s) must be able to crouch, bend, and move around for extended periods of time.</p>	<p>The Pool Manager must be alert and aware in order to respond to patrons concerns and emergency situations.</p> <p>The Pool Manager must be able to work independently and are expected to manage time effectively.</p> <p>The Pool Manager must be able to problem-solve and adjust to changes to operations and safety standards.</p>	<p>The Pool Manager will be working outdoors and must be prepared for all types of weather.</p>

## Key Performance Indicators (KPI's)

Key performance Indicators is a tool that is used to ensure employee tasks are completed to meet organizational outcomes. KPI's are part of an individual's basic job requirements.

To be successful in this position, the delegated authority must perform at a minimum the following duties.

Task	KPI	Outcome/Comments
Office/Admin Duties	<ul style="list-style-type: none"> <li>▪ Make and post staff schedules at the beginning of the season.</li> <li>▪ Make sure all cash outs are correct. Take to Town Office at least once a week.</li> <li>▪ Update pool Facebook with pool schedules and programming information.</li> <li>▪ Schedule swimming lessons.</li> <li>▪ Process any online lesson forms.</li> <li>▪ Keep track of expenses.</li> <li>▪ Order all cleaning, first aid, and lesson supplies.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Must recount all cash outs the day after they were completed.</li> <li>▪ Be sure to check email daily to keep track of orders and patron's requests.</li> <li>▪ Must keep track of staff availability to make staff and lesson schedules.</li> <li>▪ Must make a spreadsheet at the start of the year to record expenses incurred throughout the year.</li> <li>▪ Will learn how to read and stick to a budget.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Have frequent communication with the Recreation and Community Services Liaison and Pool Operators.</li> <li>▪ Schedule and organize lessons. This includes assigning instructors to lessons and ensuring that lessons have the required number of swimmers to run.</li> <li>▪ Organize Bassano School Swimming lessons if staff and time permits.</li> <li>▪ Manage Pool Rentals.</li> <li>▪ Update and print off all forms for front desk and pool office.</li> <li>▪ Purchase concession items if required.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Must keep track of the Pool's schedule so that rentals and special days at the pool can be planned. This will help Pool Manager learn to organize a schedule.</li> <li>▪ Will learn how to manage multiple high priority tasks.</li> <li>▪ Will also learn how to deal with Pool Manager tasks, while being able to provide support to staff.</li> </ul>
Teach Swimming Lessons	<ul style="list-style-type: none"> <li>▪ Follow Lifesaving Society swimming lesson standards when teaching.</li> <li>▪ Begin and end lessons on time.</li> <li>▪ Complete report cards on time.</li> <li>▪ Behave and treat all swimmers appropriately.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Only if all managerial duties are completed.</li> <li>▪ Number of staff may make teaching a requirement. If this is the case, the Pool Manager must manage tasks accordingly.</li> <li>▪ Must complete/incomplete swimmers based solely on Lifesaving Society standards for the particular level.</li> <li>▪ Make sure to cover all aspects of each lesson in the allotted time.</li> <li>▪ Will learn how to teach to different kinds of learners.</li> </ul>
Leadership	<ul style="list-style-type: none"> <li>▪ Provide direction to all staff.</li> <li>▪ Assist staff if they become overwhelmed or unsure.</li> <li>▪ Maintain positive communication with staff members.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Employees will learn how to work effectively as a team.</li> <li>▪ Will learn how to manage assigned tasks while providing leadership to others.</li> <li>▪ Will also learn how to handle both positive and negative situations involving staff.</li> </ul>

Lifeguarding	<ul style="list-style-type: none"> <li>▪ Maintain a high degree of awareness on deck.</li> <li>▪ Be on time for lifeguarding shifts.</li> <li>▪ Put a stop to any unsafe behavior immediately.</li> <li>▪ Enforce Bassano Outdoor Pool rules.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Only if all managerial duties are completed.</li> <li>▪ Number of staff may make lifeguarding a requirement. If this is the case, the Pool Manager must manage tasks accordingly.</li> <li>▪ Will learn how to handle a position of authority.</li> </ul>
Staff Training	<ul style="list-style-type: none"> <li>▪ Ensure that all staff has the required, up-to-date certificates.</li> <li>▪ Schedule at least three in-services every summer.</li> <li>▪ Teach all lifeguards how to do water tests and the basic mechanics of the pool.</li> </ul>	<ul style="list-style-type: none"> <li>▪ All staff must attend in-services and staff meetings.</li> <li>▪ Must include proper training elements in each in-service.</li> <li>▪ Will learn how to plan and run an effective meeting/training session.</li> </ul>
Season Opening Tasks	<ul style="list-style-type: none"> <li>▪ Make sure that all season opening tasks are completed adequately and on time.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Checklist can be found on pool thumb drive.</li> </ul>
Season Closing Tasks	<ul style="list-style-type: none"> <li>▪ Make sure that all season closing tasks are completed adequately and on time.</li> <li>▪ Complete a year-end report for the CAO/Recreation and Community Support Services Liaison.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Checklist can be found on pool thumb drive.</li> </ul>
Water Sample	<ul style="list-style-type: none"> <li>▪ Take a sample of the pool and hot tub once a week. These samples go to the hospital.</li> </ul>	<ul style="list-style-type: none"> <li>▪ All information regarding water samples is on the pool thumb drive.</li> <li>▪ Must fill out water sample form correctly and take to hospital on time.</li> </ul>
Reporting	<ul style="list-style-type: none"> <li>▪ The Pool Manager must make sure that all staff members are reporting any janitorial tasks completed, swimming lesson and season pass information, and any incidents. All completed forms must then be taken to the Town Office.</li> <li>▪ Reports regarding water tests and water samples must be shared with the Pool Operator.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Must collect and review all staff reporting forms on a weekly basis.</li> <li>▪ Be sure to provide an adequate number of blank forms for staff to use.</li> <li>▪ Will learn how to record and report information effectively.</li> </ul>

An operations budget will be provided to the Pool Manager. The Pool Manager is responsible for working within the defined budget and maintaining expenses. Any anticipated financial overages must be reported immediately to the Recreation and Community Support Services Liaison.

The Recreation and Community Support Services Liaison and Pool Manager will meet at either's request to review and discuss pool operations.

Upon signing this document, I \_\_\_\_\_ understand the level of performance and work deliverables expected of this position in 2024 and agree to work to achieve the mutually agreed upon terms. I \_\_\_\_\_ will maintain the confidentiality of this position and my role with the Town of Bassano.

I \_\_\_\_\_ will notify the Chief Administrative Officer immediately if I become overwhelmed with the position, or require further direction, support, or guidance.

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TBD

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Date

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Amanda Davis, CAO

\_\_\_\_\_  
Date