



**TITLE OF IMMEDIATE SUPERVISOR:** Aquatics Facilities Manager

**TITLE OF IMMEDIATE SUBORDINATES:** Lifeguards, Swim Instructors

**DEPARTMENT:** Parks + Recreation

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### **SUMMARY OF POSITION:**

Under the general direction of the Aquatic Facilities Manager, the Captain is a member of the Aquatics leadership team and provides operational supervision of the aquatic area (pools, deck, change rooms, viewing area, etc.) and monitors pool use to ensure that the daily operation is following department policies and safety standards. The position involves providing mentorship to staff while performing lifeguard and instructional duties, a variety of custodial and facility maintenance tasks and assisting with the operation and delivery of aquatic programs, recreation programs and special events. This role requires the individual to demonstrate strong leadership abilities and possess a functional knowledge of pool chemistry and operating procedures.

The Head Lifeguard is positive and responsive when dealing with the public and user groups and performs as a professional and dedicated team player in providing the best possible aquatic service to the community.

### **ROLES AND RESPONSIBILITIES:**

As a member of the aquatic leadership team, responsibilities include, but are not limited to:

#### **Leadership**

1. Collaborates regularly with AQ Facilities Manager to ensure a consistent approach to overall leadership of the team
2. An effective team player
3. Supervises aquatic staff including, but not limited to: performing evaluations and staff development training
4. Required to attend and participate in regular scheduled in-service training sessions and meetings throughout the year
5. Provides coaching and mentorship to lifeguards; gives feedback and course corrects
6. Ensure the professionalism of aquatic staff; lead by example, are appropriately dressed in uniform, pleasant to customers, prepared and on time for their shifts.

#### **Operations**

7. Review staff scheduling and perform administrative duties as necessary
8. Fill shift vacancies
9. Make adjustments to staff work schedules and assignment of extra tasks
10. Perform janitorial maintenance in the aquatic area
11. Chemical Handling

12. Perform pool tests and pool maintenance duties in a safe manner
13. Completes daily operational checks
14. Complete administrative duties and related assignments
15. Communicates effectively with the Aquatics Facilities Manager and makes recommendations for improvements or changes
16. Responsible for the opening and closing of the aquatic center and oversee the daily operations of the pool
17. Make day-to-day decisions regarding patron safety and ensure lifeguard to bather ratios are adequate
18. Assist with maintaining sufficient inventory of first aid supplies, pool chemicals and Palintest Tablets
19. Complete reports; shift reports, incidents and accidents
20. Report mechanical failures, accidents, and other relative information to the Aquatics Facilities Manager
21. Perform accurate daily cash balance
22. Regularly perform cash handling duties
23. Print MyRec Financial Report: Daily Payment Summary Report (each shift change)

**Safety**

24. Ensures compliance with Health and Safety Codes
25. Act as a person in charge of emergency procedures and action plan for staff
26. Monitor activities of the swimming pools by providing the highest standard of lifeguarding with an emphasis on the prevention of accidents and injuries
27. Supervision of lifeguards on shift

**Patron Experience**

28. Perform lifeguarding which involves observing and safeguarding activities in the pool and surrounding areas
29. Provide instructional work that involves giving instruction in water safety, lifesaving, swimming techniques and all levels of the Red Cross
30. Responsible for trouble shooting and handling customer concerns
31. Responsible for educating the public regarding the policies and procedures related to bather safety
32. Maintains order and ensures proper conduct of persons using the facility
33. Provides excellent customer service to all internal and external customers
34. Assists with customer service, program registration and answering telephones when necessary
35. Reacts to emergency situations and performs first aid when required

**Other**

36. Performs other related duties and responsibilities of the Head Lifeguard role as required



**REQUIRED QUALIFICATIONS, KNOWLEDGE, SKILLS AND ABILITIES:**

- ARC Lifeguard Certification
- ARC Adult and Pediatric CPR/AED/First Aid
- Demonstrated commitment to the values of the City of Mission: Health and Safety, Accountability, Integrity, Respect
- Knowledge and experience building relationships with patrons and dealing with behavior management both with children and parents/adults
- Strong verbal and written communication skills
- Excellent customer service and public relation skills
- Independent decision-making, problem solving and analytical skills
- Demonstrated leadership skills
- Experience working successfully with a team
- Minimum 2 years lifeguarding experience and 1 year in a supervisor capacity
- Knowledge of the methods, tools, and equipment used in lifeguarding.
- Knowledge of lifeguarding rules, regulations and practices.
- Knowledge and ability to give first aid, CPR and instruction in the pool.
- Knowledge of emergency procedures.

**PREFERRED LICENSES AND CERTIFICATES (one or more of the following)**

- ARC Lifeguard
- ARC Adult and Pediatric CPR/AED/First Aid
- Red Cross Water Safety Instructor (WSI)
- Previous cash handling experience

**ACCEPTANCE**

I have read and discussed the expectations for this position. The associated tasks have been explained to me by my direct supervisor and I am prepared to accept these responsibilities.

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Employee Name

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Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employer Representative Name

\_\_\_\_\_  
Employer Representative Signature

\_\_\_\_\_  
Date