



FEBRUARY 2018
FLSA: NON-EXEMPT

POOL MANAGER – PART-TIME

DEFINITION

Under general supervision, assists with the day-to-day operation of the Calistoga Community Pool; leads, assigns and directs pool staff; ensures that facilities are prepared and maintained for public use; assumes responsibility for the community pool; and performs related work as required. May also perform swim instructor, lifeguard and office staff duties.

Provides supervision of part-time staff, contract personnel and volunteers. Enforces all rules and regulations pertaining to the safety and well-being of the patrons at the facility. Will also handle administrative duties including but not limited to, providing information and assistance to the public regarding departmental operations and activities. Evenings and weekends required.

SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from Recreation Manager and/or Recreation Coordinator. Assists with supervision of part-time staff.

CLASS CHARACTERISTICS

This is a specialized classification, performing aquatic leadership duties in the Recreation Department. Assignments are performed in support of the Recreation Department.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Answers inquiries, provides information and assists customers at the counter and over the telephone.
- Ensures customers receive complete information about programs and activities and any applicable policies and regulations.
- Ensures City policies and procedures are followed.
- Knowledge and use of emergency action plans.
- Operates standard office equipment such as copy machine, computer, calculator, and multi-line telephones.
- Assists with accidents and injuries as directed and completion of proper incident and accident reports in detail.
- Types and proofreads outgoing correspondence for accuracy, completeness, correct English usage, grammar, punctuation and spelling.
- Assists in monitoring and supervising the activities of patrons of all ages at the pool facility.
- Presents professional appearance and attitude at all times and maintains a high standard of customer service.
- Maintains good public relations by working cooperatively and professionally with the public and employees.
- Assists with the planning and supervision of Aquatic events.

- Assists in purchasing and monitoring supplies and equipment by making recommendations and or suggestions.
- Attends all in-service and staff meeting as scheduled.
- Oversees the work of contract and volunteer staff; plans, schedules, and assigns work; maintains standards, works with staff to correct deficiencies.
- Monitors the enforcement of pool rules and regulations for the safety and convenience of the public.
- Inspects pool facility and ensures safety and cleanliness; tests and correct chemical balance of pool, resolves problems related to pool chemicals, operations and capacity.
- Develops and oversees the creation of organized swimming activities, such as swim lessons, water aerobics, etc.
- Develops and conducts on-going in service lifeguard trainings to maintain a high standard of lifeguarding practice.
- Maintains all required documents and records related to the program activities, in-house training and certification program.
- Reviews registration applications for completeness; investigates complaints and recommends corrective action as necessary to resolve complaints.
- Represents and interprets facility operations, schedules, polices and regulations to the public.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, evaluation, and supervision of staff, either directly or through subordinate levels of supervision.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Modern office practices, methods, financial programs, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Functions, principles, and practices of recreation services.
- Basic pool maintenance and water safety procedures.
- Techniques for providing a high level of customer service by effectively dealing with the public, and City staff.

Ability to:

- Assess and prioritize situations while remaining calm and using sound, independent judgment.
- Demonstrate leadership capabilities.
- Interpret, apply and explain policies, procedures, and regulations.
- Ability to oversee, review, and prepare reports related to facility operations.
- Ability to test water for acid and chlorine balances.
- Supervise part-time staff, contracted employees and volunteers.
- Obtain necessary information from individuals in stressful or emergency situations.
- Compile and summarize information to prepare accurate, clear, and concise reports.
- Organize own work, set priorities, and meet critical deadlines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Understand and follow oral and written instructions.
- Evaluate emergency situations and act decisively and effectively to resolve the situation.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in sensitive situations.

- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Ability to enthusiastically lead and interact with large groups of children/teens on a daily basis with pool-related activities.
- Must possess excellent communication and customer service skills.
- Must possess flexibility (ability to work with varying personalities, age groups and work schedules).

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

High School Diploma or GED. One year (30 semester units) of college coursework is highly desirable. Bilingual skills are desirable.

Two years leadership experience working in recreation and development of programs, including at least one year performing aquatics instruction, lifeguarding, or other pool-related work is desirable.

Licenses and Certifications:

- Possession of a valid California Driver's License.
- Possession of automatic electronic defibrillator training.
- Possession of First Responder First Aid and CPR Certification.

PHYSICAL DEMANDS

Must possess mobility to work in a recreation and standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull equipment. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds and standing for periods of time at a minimum of 60 minutes at one time. Employees must possess the ability to pull patrons out of the water.

ENVIRONMENTAL ELEMENTS

Employees work both in an office and open environment with moderate noise levels, cold and hot temperature conditions, and direct exposure to the sun. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

The City of Calistoga is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, Calistoga will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.