



## **JOB DESCRIPTION**

**Job Title:** Aquatics Shift Leader

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### **Primary Focus:**

The Aquatics Shift Leader is responsible for ensuring an effective, efficient and safe operation of the Aquatic Pool guidelines, procedures and safety of the staff and patrons in the aquatic centre. The Aquatics Shift Leader is responsible for the supervision of Lifeguard's and Slide attendants; ensuring exceptional customer service is being provided in a safe and enjoyable atmosphere while also ensuring that a high standard of cleanliness is maintained. The Aquatics Shift Leader is also responsible for teaching a wide variety of swim programs and performing rescues and first aid as required. The individual will be required to work outside of traditional business hours to ensure the fulfillment of client requirements.

### **Specific Accountabilities:**

- Assists the Aquatic Supervisor, Coordinator of Aquatics Operations, and the Lead Instructor with leadership and supervision to the Aquatics staff, our pool patrons, and day to day operations of the aquatic centre.
- Assists the Aquatic Supervisor, Coordinator of Aquatics Operations, and Lead Instructor with recruitment, management and development of aquatic programs and procedures in accordance with TLC policies and employment laws and ensure relevant HR procedures are followed (appraisals, discipline, grievance, etc.)
- Ensure safety for Aquatics patrons and staff by implementing and following TLC policies and provincial legislation.
- Assist with the development and implementation of procedures that the Aquatics team follows.
- Establish and maintain appropriate systems for measuring necessary aspects of Aquatics organizational performance.
- Monitor, measure and report on the Aquatic center's development plans and achievements within the agreed upon formats and timelines.
- Maintain awareness and knowledge of contemporary Aquatics procedures theory and methods and provide suitable interpretation to Directors and staff within the organization.
- Plan and manage internal communications and awareness of TLC direction, mission, aims and activities.
- Maintain and develop TLC image and reputation, and protect and develop the TLC's brand via suitable PR activities.
- Ensures Aquatic activities meet with and integrate with organizational requirements for the quality management, health and safety, legal stipulations, and general duty of care.
- Assists with the coordination of volunteer services related to aquatics.
- Ensure a high level of cleanliness is maintained in the aquatic area, including the staff and patron changes room areas.
- Assists with initial and ongoing training of aquatic staff members.
- Performs backwashes, chemistry and mechanical checks, and other routine pool maintenance as required.
- Responds to emergency situations as required.
- Performs other related duties and responsibilities as required.

### **Competencies/Skill-Sets Required:**

- Exceptional customer service focus.
- Strong Communication and negotiating skills; ability to present complex issues effectively at all levels

in the organization and effectively influence others.

- Independent decision-making, problem solving and analytical skills.
- Teamwork and cooperation.
- Current knowledge of provincial legislation and health and safety as it relates to Aquatic Programming and Pool operations.
- Knowledge and understanding of Occupational Health and Safety.

**Designations/Training Required/Prerequisites:**

- Current NL, O2, AEC and WSI required. WSIT, LSIT, NLIT, Pool Ops I and II would be considered an asset.
- Ideally the candidate will have two years of directly related experience at a supervisory level
- Supervision and Leadership experience.
- Experience with CLASS computerized reservation/program registration system would be an asset.
- Word processing and general computer experience is an asset.
- Cleared criminal record check and child welfare check are required.

**Recruits From** (Existing Role – Redeployment/Transition):

- Lifeguards
- Instructors

**Career Progression Opportunities:**

- Aquatic Supervisor
- Coordinator Aquatic Operations
- Lead Instructor

**Reports To:**

- Coordinator Aquatic Operations
- Aquatic Supervisor

**Direct Reports:**

- Slide Attendant
- Lifeguards
- Instructors