

**CITY OF PERRY
JOB DESCRIPTION**

Title: Aquatics Coordinator
Department: Parks and Recreation
Reports To: Parks and Recreation Director
FLSA: Non-Exempt
Date: November 2020

SUMMARY

The Aquatics Coordinator plans and coordinates programs and services for the McCreary Community Building. The Aquatics Coordinator must be able to provide appropriate analysis of programs and strive to maintain a continuous improvement in consumer value and revenue generation. The Aquatics Coordinator must train and supervise aquatics staff to ensure the safety of patrons using the facilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following duties are normal for this position. They are not to be construed as exclusive or all inclusive. Other duties may be required and assigned.

Personnel

- Recruit, hire and train lifeguards, instructors, activity leaders, officials, interns, and volunteers needed to implement planned activity schedule
- Supervise program staff and assist them as needed
- Provide material and equipment necessary for planned activity
- Provide training manuals to serve as a guide to training, as necessary
- Assist Director in training staff in center operation, customer service and emergency management.
- Assist in staff development
- Assist McCreary Community Building staff in activity registration
- Provide positive motivation regularly
- Maintain open communication with other employees
- Routinely evaluate staff and correct deficiencies as necessary, including disciplining employees.
- Frequently monitor employees to assure strong customer service

Financial Management

- Work with Director to accomplish annual performance targets
- Develop activity criteria including participant characteristics, fees, minimum participants, and program evaluations.
- Monitor and evaluate performance of programs
- Procure periodic reports of program attendance, cost, and revenues for Director.

- Recommend fees for programs and activities.
- Prepare budget requests that reflect approved plan objectives and priorities
- Recommend purchases for pool area.
- Able to process daily deposits in the absence of the Office Manager.

Asset Management

- Develop, organize, and implement a full schedule of programs and activities for the McCreary Community Building
- Assist Director in coordinating marketing, promotions, and development plans.
- Analyze program participation and seek ways to improve customer satisfaction
- Assist Director in monitoring compliance with concrete community center policies and procedures
- Evaluation of Recreation Center patterns of use
- Identify potential for increased center usage during low traffic hours.
- Assist Director in providing recommendation of facility operational hours
- Ensure facility is maintained in a clean and orderly manner
- Coordinate with Recreation Director to optimize efficiency and public benefit.
- Maintain customer service quality by overseeing the behavior of McCreary Community Building Employees
- Assist Director in the acquisition of appropriate information for Recreation Commission meetings.

Visitor contacts

- Enhance the positive experience of the members through maintenance of strong customer service capabilities of staff.
- Assist and provide tours for potential new members
- Seek volunteers for potential greeters and program operation
- Respond to customer and citizen inquiries and concerns
- Address complaints
- Perform follow-up calls on any incidences occurring in or around the facility.

Marketing

- Speak to community and civic groups about the McCreary Community Building
- Coordinate market assessment for program development
- Promote marketing for programs and services
- Identify and pursue potential programs and group participants
- Assist in development of facility brochure and distribution
- Identify any potential methods of increased awareness of the public to facility programs and services.
- Assists in developing and implementing social media marketing campaigns to increase memberships and participation in programs.

Revenue generation

- Identify sales opportunities and leads
- Follow-up on potential opportunities for revenue generation

Public safety

- Assist in incident and emergency response and documentation
- Follow-up on incidents within facility
- Identify and address all concerns of safety
- Present to Director any safety concerns and possibilities for safety improvement
- Implement safety policies and procedures

MINIMUM TRAINING AND EXPERIENCE REQUIRED TO PERFORM ESSENTIAL FUNCTIONS

- Graduation from high school.
- Ability to obtain additional Certifications
- Valid driver's license and good driving record.
- Subject to a post-offer drug and alcohol screening and background check.
- Must have a Certified Pool instructor certification, WSI- Water Safety Instructor certification and LGI- Lifeguard Instructor certification, or able to be attain in 6 months.
- Must be CPR & 1st- Aid certified within 6 months of hire

Knowledge Of:

- Lifeguarding methods
- Basic supervisory techniques
- Basic principles and methods of recreational programming and scheduling
- Maintenance of facilities and equipment
- Aquatics Center operations
- US and Iowa health standards
- Cardiopulmonary Resuscitation
- Customer Service Skills
- Basic accounting principles, budget preparation and data analysis
- Knowledge of computers and software
- Marketing principles and practices including research, promotions, publicity, and pricing
- Understanding of Union requirements
- Recreation program software including entering classes or programs in the software prior to customer registration

Skills

- Organization: people, information, and materials
- Decision making
- Able to prioritize, coordination of multiple tasks and projects, meeting deadlines
- Communication and public speaking
- Resolve conflict
- Work well with others, including employees, patrons and the public
- Listening

- Negotiation
- Quantitative analysis

Preferred Training and Qualifications:

- Four-year degree in Parks and Recreation or related field.
- At least one year experience with diverse populations is recommended.
- Bi-Lingual (Spanish and English)

MINIMUM PHYSICAL AND MENTAL ABILITIES REQUIRED TO PERFORM ESSENTIAL FUNCTIONS

Physical Requirements

- Driving, climbing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, finger dexterity, grasping, felling, talking and hearing.
- Sitting 30 percent of the time, sitting and using arm/leg controls 20 percent of the time
- Standing (but not walking) 10 percent of the time.
- Standing and walking 40 percent of the time.
- Frequently lifting objects less than 10 pounds.
- Routinely lifting objects from 10 to 25 pounds.
- Infrequently lifting objects from 25 to 50 pounds.

Cognitive Demands

Ability to maintain records and prepare reports, secure prices and information on projects, services and products. Ability to maintain contact with other community agencies and city departments to be aware of services, and cooperate as needed to accomplish goals and to create harmony. Ability to answer inquiries from the public on services. Be able to maintain an ongoing relationship with outside agencies. Prepare and submit annual budget information and monitor same. Supervise areas as needed.

Language Ability and Interpersonal Communications

Abilities in: understanding and following oral and written instruction; supervising work of subordinate staff. Effective oral and written communication; establishing and maintaining effective and cooperative relationships with staff and general public; maintaining records and preparing reports; hiring with approval and evaluating personnel; recommending and enforcing disciplinary actions; maintaining and supplying equipment and facilities.

Environmental Adaptability

The work is performed inside and/or outside and includes being exposed to extreme heat/cold, noise, mechanical hazards, electrical hazards, chemical hazards, oils, confined spaces, and darkness or poor lighting conditions.

Job Description in no way states or implies that the description includes every duty to be performed by the employee occupying the position. Employee will be required to follow any other job-related instructions and to perform any other job-related duties as requested by the Parks and Recreation Director.

The City reserves the right to change or reassign job duties or combine positions at any time.

I have carefully read and understand the contents of this job description. I understand the responsibilities, requirements and duties expected of me. I understand that this is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts or working conditions associated with the job. While this list is intended to be an accurate reflection of the current job, the Employer reserves the right to revise the functions and duties of the job or to require that additional or different tasks be performed as directed by the Employer. I understand that I may be required to work overtime, different shifts or hours outside the normally defined workday or workweek. I also understand that this job description does not constitute a contract of employment not alter my status as an at-will employee. I have the right to terminate my employment at anytime and for any reason, and the Employer has a similar right.

Employee's Signature

Date

Department Head

Date

The City of Perry is an Equal Employment Opportunity Employer. In compliance with the American's with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages prospective employees and incumbents to discuss potential accommodations with the employer.