

## **Carman Dufferin Recreation - Pool Manager**

### **Job Summary:**

The Pool Manager is responsible for overseeing the daily operations of the Carman Dufferin Pool, ensuring a safe, clean, and enjoyable aquatic environment. This position includes managing aquatic staff, developing programming, enforcing safety regulations, and maintaining facility operations. The Pool Manager plays a key role in delivering high-quality aquatic services to the community while providing leadership and supervision to pool staff.

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### **Key Responsibilities:**

#### **Staff Management & Training:**

- Assist with the selection and hiring of all aquatic staff, including interviewing, training, and orientation.
- Supervise, schedule, and provide leadership to lifeguards and instructors.
- Develop and conduct in-service training programs for all aquatic staff.
- Evaluate the performance of staff members and provide feedback to ensure high standards of service.
- Ensure compliance with safety regulations, lifeguard rotations, and legal standards.

#### **Aquatic Programming & Scheduling:**

- Develop and implement the seasonal swim lesson schedule.
- Oversee lesson registration, ensuring efficient booking and customer service.
- Implement best teaching practices to enhance swim lesson quality.
- Schedule and coordinate all aquatic programs, bookings, and special events.
- Promote and manage facility rentals and community aquatic events.

#### **Facility Operations & Safety:**

- Maintain and enforce pool rules and safety protocols.
- Ensure all emergency procedures and operating guidelines are up to date and adhered to.
- Oversee and assist in pool maintenance, including skimming, sweeping, vacuuming, and general upkeep.
- Liaise with the maintenance team regarding chemical levels, pool system needs, and seasonal opening and closing tasks.

#### **Administration & Financial Management:**

- Provide administrative support, including writing reports, developing operational manuals, and updating policies.

- Utilize online platforms to promote swim lessons, display schedules, and manage facility bookings.
- Maintain accurate records of attendance, accident reports, First Aid treatments, maintenance logs.
- Oversee and balance daily deposits from admission fees.
- Prepare payroll submissions for all aquatic staff.

#### **Community Engagement & Customer Service:**

- Provide excellent customer service to patrons, addressing concerns and inquiries professionally.
  - Communicate effectively with staff, patrons, and the Recreation Manager.
  - Report and advise the Facility Manager on any operational concerns or issues.
  - Prepare and submit a final report summarizing the pool season.
  - Perform other related duties as required by the Recreation Manager.
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#### **Qualifications & Requirements:**

- Minimum 18 years of age.
  - Current CPR-C and Standard First Aid.
  - National Lifeguard (NL) and Swim for Life and Lifesaving Instructor an asset.
  - Minimum 2 years of lifeguarding and swim instruction experience.
  - Clear current Child Abuse Registry check and Criminal Reference Check.
  - Strong understanding of Public Health regulations related to aquatics.
  - Experience supervising staff and managing an aquatic facility preferred.
  - Ability to perform all physical aspects of the job, including rescue operations.
  - Strong communication, organizational, and leadership skills.
  - Proficiency in administrative tasks such as scheduling.
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This position offers an exciting opportunity to lead and enhance the aquatic experience in the community. The Pool Manager will play a vital role in ensuring the pool remains a safe, welcoming, and professionally managed facility for all users.