**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Aquatics Centre Guest Experience Agent

2 positions, 20 hours/week

**Job Number:** A-319

**NOC:** 4167

**Band:** 5

**Department:** Athletics & Recreation

**Supervisor Title:** Manager, Sport Development

**Last Reviewed:** July 19, 2016

**Job Purpose**

Reporting to the Manager, Sport Development, the Aquatics Centre Guest Experience Agent plays a key role in the day-to-day operations of the Aquatics Centre to ensure that a high quality experience is delivered to all visitors. The Guest Experience Agent is responsible for administering the Aquatics program operations, involving both the 25m pool and the therapy pool. This position oversees the delivery of a broad range of aquatics programs and services to meet the needs of Trent University students, community members, and staff/faculty, with a focus on participation and revenue generation. This position contributes ideas to new program development, and makes recommendations on ways to increase aquatics program registrations, and support membership sales and retention by ensuring that appropriate and high quality programming is offered. The Aquatics Centre Guest Experience Agent must be flexible and able to work mornings, evenings, and weekends as well as weekdays.

**Key Activities**

**A) Sales & Customer Service:**

1. The Aquatics Centre Guest Experience Agent contributes ideas to new program development, makes recommendations on ways to increase registrations and supports membership sales and retention by ensuring that appropriate and high quality programming is offered.
2. Consistently promotes a positive, professional image of the Athletics Centre at all times, providing consistent high-quality customer service to all patrons of the aquatics facility.
3. Responds in a professional and timely manner to inquiries, complaints or suggestions from the public, providing effective follow-up as required, adhering to the Athletics Department Customer Service Commitment.
4. Ensures that aquatics staff are available to support registration and respond effectively to inquiries from the public.
5. Works with the Assistant Director, Customer Engagement and Operations to ensure all aquatics staff are trained in customer service and are knowledgeable in all program areas to respond to inquiries effectively and promote both program and membership sales.
6. Provides consultations with prospective clients, promotes and sells all aquatics-related programming, and develops customized programming for school and sport organizations.
7. In the absence of other full-time staff, monitors all areas of the Athletics Centre to ensure that exemplary customer service is delivered and provides direction to part-time student staff to address any gaps in service delivery that may exist.
8. Has regular interaction with members, motivating and encouraging members to meet their fitness and wellness goals.
9. Leads by example and is a role model for other staff, encouraging a welcoming environment and professional and courteous service to every visitor of the Centre.
10. In the absence of a full-time supervisor, addresses customer service issues that may arise in any area of the Athletics Centre and provides support to part-time staff to resolve.
11. Has a strong knowledge of the programs and services offered by the Athletics Centre and responds to inquiries from visitors and the general community.

**B) Administration**

1. Effectively administers day-to-day work related to the operations of the pools and associated programs, and ensures that all aquatic staff completes required administrative work.
2. Administers a range of aquatics programs, first aid courses, and aquatics leadership programs for different age groups, abilities and audiences, with a focus on increased participation and revenue generation.
3. Schedules all pool activities and private rentals to ensure optimum pool usage, taking into consideration the resources and needs of the Athletics Centre and its programs as well as a variety of user groups (members, varsity, swim clubs, rental groups, etc.).
4. Enters all relevant aquatics program information into the Class recreation management software in a timely manner.
5. Enters all facility bookings related to all aquatics programming is entered into the Class recreation management software. Participates in weekly Facility Booking meetings with Athletics staff team to review and problem-solve on any facility booking issues that may arise.
6. Assists with Aquafit classes and the scheduling of these classes by working with the Sport Centre Guest Experience Agent.
7. Consistently demonstrates positive, effective communication skills and interactions with other Athletics Department staff in a proactive manner to share information that is pertinent to other program areas.
8. Assists in developing contracts and agreements with external user groups/partners in the use of the fitness facility.
9. Works cooperatively with other Athletics Department staff to share information that is pertinent to other program areas.

**C) Facility Supervision**

1. Provides support and direction to all student staff in all program areas of the Athletics Centre when Administrative staff are not available on weekends and during evenings.
2. Administers all programs, activities and users of the pool to ensure high quality, safety and to prevent accidents.
3. Works cooperatively with the Pool Operator and reports physical problems to Pool Operator to prevent accidents and ensures that pool is operating within legislated guidelines. Performs monthly safety check of pool.
4. Maintains inventory of all aquatic and first aid supplies and equipment.
5. Maintain inventory of all first aid supplies for varsity teams, intramurals, aquatics, camp and prepares kits for each team, kit and program, as well as the kits for all the athletic facilities.
6. Works with the Assistant Director, Customer Engagement and Operations to implements training manuals and programs. Responsible for safety and accident prevention through knowledge of and enforcement of legislation.
7. Supervises and ensures that daily water testing of the pool is conducted to ensure it meets the Public Health Unit standards.
8. Ensures that Athletics Centre staff provide first response to emergencies in the Athletics Centre, in the Justin Chiu Stadium, or the grounds outside the Athletics Centre. Works with and provides support to other responders. Follows up on and files incident reports.
9. Completes Fire Warden Training and serves in that capacity during emergencies.
10. Completes facility checks on a regular basis and upon closing to ensure a high level of safety and security.

**D) Human Resources**

1. Administers regular training programs to ensure that all staff certifications are maintained and that staff have the required skills and abilities to meet deliver high quality programs.
2. Provides regular in-services training to staff as needed and recertification courses as needed.
3. Ensures that all staff are trained in water quality testing.
4. Schedules all lifeguards, instructors and other staff. Develops lifeguard rotational system for monitoring the pools and other pool deck operations.
5. Supervises all staff, developing staff through ongoing training, supervision, and coaching.
6. Evaluates all staff life guarding and rescue skills.
7. Completes bi-weekly timesheets for all staff, ensuring that they are coded correctly and submitted to payroll in a timely manner.

**Education**

Two years of post-secondary education (college or university);

**Qualifications:**

1. Two to three years’ experience in aquatics and the delivery of recreation programs, including coordination and leadership experience.
2. Experience as a Head Life Guard and / or senior administrative experience in an aquatics environment.
3. Considerable knowledge in aquatics programming, leadership and communication.
4. Demonstrated ability to work as a team player within an athletics and recreation environment.
5. Current National Lifeguard Service Certification.
6. Current Red Cross and Lifesaving Instructor Certification.
7. Current Standard First Aid and CPR C Certification.
8. Current Bronze Cross Examiner.
9. Automated External Defibrillator Training.
10. Excellent customer service skills.
11. Intermediate level of computer skills in Microsoft Word, Excel, PowerPoint.
12. Experience using recreation management software for program and facility management.
13. Must be able to work some evenings/weekends, as required.

**Responsibility for the Work of Others**

Direct Responsibility

N/A

Indirect Responsibility

* Part-time student staff