#### Trent University LogoOPSEU JOB DESCRIPTION

**Job Title:** Assistant Coordinator, Aquatics

**Job Number:** A-483 | VIP: 1946

**Band:** OPSEU-5

**Department:** Athletics & Recreation

**Supervisor Title:** Assistant Director, Sport & Student Engagement

**Last Reviewed:**  October 4, 2023

#### **Job Purpose:**

This position reports to the Assistant Director, Sport & Student Engagement, and receives leadership from the Sport & Aquatics Coordinator. The Assistant Coordinator, Aquatics oversees the day-to-day operations of the Aquatics Centre (the Aquatics Centre is coordinated in conjunction with the Sport & Aquatics Coordinator) to ensure that a high-quality experience is delivered to all Trent students and community members.

In collaboration with the Sport & Aquatics Coordinator, this position coordinates and supervises the Aquatics program operations, involving both the 25m pool and the therapy pool, as well as the delivery of a broad range of aquatics programs to meet the needs of Trent University students, staff/faculty, and community members. This position contributes ideas to new program development, and makes recommendations on ways to increase program registrations, and support membership sales and retention by ensuring that appropriate and high-quality programming is offered.

This position provides leadership to a team of part-time student staff and program instructors and the Assistant Coordinator must be flexible and and are required to work a varied work schedule including mornings, evenings, and weekends as well as weekdays. Schedule is subject to change based on program needs.

Key Activities:

**Program Development & Delivery**

1. 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, lifeguard retention, and revenue generation.
2. Contributes to the development of policies and procedures that support the operation of the aquatics programs with specific emphasis on quality programming and risk management.
3. Ensures that all equipment is inspected, monitored, and maintained in good working order to ensure compliance with prescribed operating and safety standards.
4. Works cooperatively with the Pool Operator and/or Assistant Pool Operator and reports physical problems to Pool Operator and/or Assistant Pool Operator to ensure that pool is operating within legislated guidelines. Performs monthly safety check of pool.
5. Supervises and ensures that daily water testing of the pool (when on shift) is conducted to ensure it meets the Public Health Unit standards.
6. Ensures that all aquatics equipment is inspected, monitored and maintained in good working order to ensure compliance with prescribed operating and safety standards (working with the service provider, as required). Orders supplies or materials as needed.

**Sales & Customer Service**

1. Contributes ideas to new program development, makes recommendations on ways to increase registrations and supports retention by ensuring that appropriate and high-quality programming is offered.
2. Responds in a professional and timely manner to inquiries, complaints or suggestions from student or the public, providing effective follow-up as required, adhering to the Athletics Department Customer Service Commitment.
3. Leads by example by consistently promoting a positive and professional image and encouraging a welcoming environment and courteous service to every visitor of the Aquatics Centre.
4. 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.
5. In the absence of other full-time staff, monitors all areas of the Athletics Centre to ensure that exemplary customer service is delivered; addresses any customer service issues that may arise, and provides direction and support to part-time student staff as needed.
6. Has a strong knowledge of the programs and services offered by the Athletics Centre and responds to inquiries from visitors and the general community.

**Administration**

1. Oversees administrative processes for aquatics programs, including collaboration with other staff, as appropriate, to facilitate program coordination; booking spaces; developing program schedules; marketing; program registration; client accounts; and communication.
2. Develops content and works with the Finance & Facility Booking Coordinator to provide information for the PerfectMind recreation management software in a timely manner to support program registration.
3. Schedules all pool activities and private rentals to ensure optimum pool usage, taking into consideration the resources and needs of Trent students and other user groups (community members, swim clubs, rental groups, etc.).
4. Assists in entering rental contracts into the PerfectMind software system and assists in developing contracts and agreements with external user groups/partners in the use of the aquatics and facilities for student engagement programs.
5. Participates in regular Trent Athletics & Recreation departmental meetings.

**Human Resources**

1. Responsible for hiring and training part-time student staff to support the operation of the aquatics centre and programs in collaboration with the Sport & Aquatics Coordinator.
2. Ensures that an appropriate level of staffing is in place for program delivery and to meet safety requirements.
3. In collaboration with the Sport & Aquatics Coordinator, 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.
4. In collaboration with the Sport & Aquatics Coordinator, provides regular in-services training to staff as needed and recertification courses as needed.
5. Supervises and develops staff, through ongoing training, supervision, and coaching.
6. Develops and maintains work schedules for all part-time staff.
7. Completes timesheets for all part-time staff, ensuring that they are coded correctly and submitted to payroll within prescribed timelines.

**Facility Supervision**

1. Effectively supervises the day-to-day operations of the Aquatics centre (including 25m pool and therapeutic pool).
2. Monitors program delivery to ensure that high quality and safety of all participants are being addressed. Provides coverage for lifeguards when necessary.
3. Provides support and direction to all part-time student staff in all program areas of the Athletics Centre, in collaboration with other Guest Experience Agents. including when administrative staff are not available on weekends and during evenings.
4. Supports facility rentals with external and internal (other university department) users to coordinate set-ups, deal with issues arising from bookings (i.e. double bookings, lack of space, etc.), or responding to user group needs/requests. Ensures that appropriate set-up is in place for user groups.
5. Completes facility checks on a regular basis and upon closing to ensure a high level of safety and security.
6. Maintains inventory of all first aid supplies for intramurals, aquatics, camp and prepares kits for each program, as well as the kits for all the athletic facilities.
7. 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.
8. In coordination with the Pool Operator, is responsible for safety and accident prevention through knowledge of and enforcement of applicable legislation. Reports any physical deficiencies to Pool Operator to prevent accidents and ensures that pool is operating within legislated requirements.
9. Supervises aquatics staff to ensure that daily water testing of the pool is conducted to meet Public Health requirements, in coordination with the Pool Operator.
10. 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.
11. Completes Fire Warden Training and serves in that capacity during emergencies.

#### **Education Required:**

* Two years of post-secondary education (college or university) in a related field.

#### **Experience/Qualifications Required:**

1. Two to three years’ experience in the delivery of aquatics programs and/or a sport or aquatics background, including coordination and leadership.
2. Demonstrated knowledge base in aquatics, exercise and wellness theory and practice.
3. Current National Lifeguard Service Certification, Aquatics Management and/or Aquatics Supervisor Certification.
4. Experience as a Head Lifeguard and / or senior administrative experience in an aquatics environment is an asset.
5. Current Aquatics certifications in instruction, including: Red Cross and Lifesaving Instructor and Bronze Cross Examiner is an asset.
6. Excellent customer service and conflict resolution skills and strong ability to initiate quality program deliverables.
7. Ability to balance the interests of a variety of client groups, adjusting priorities to meet client needs.
8. Strong supervisory, interpersonal, and training skills and proven track record of demonstrating initiative and growing program offerings.
9. Excellent organizational, time management and planning skills.
10. Excellent customer service and conflict resolution skills.
11. Ability to be flexible and adapt to changing situations.
12. Ability to interact professionally and effectively with all constituencies of the University community, as well as with all external contacts.
13. Proficient computer skills in Microsoft Word, Excel, PowerPoint, and experience with recreation management software is an asset.
14. Current Standard First Aid & CPR Certification.
15. Valid Ontario Driver's license (Class ‘G’ minimum) and access to a vehicle.
16. Must be able to work evenings and weekends.
17. Criminal Records Check, inclusive of Vulnerable Sectors Check (dated within the last 6 months) will be required as a condition of employment.

**Job Evaluation Factors:**

**Responsibility for the Work of Others**

Direct Responsibility

* 30 – 40 Lifeguards, Swim Instructors, Head Lifeguards, Aquatics & Leadership Course Instructors
* Aquatics & Leadership Course Instructors (external)