

Job Description

Job Information

Position Number: 297190
Job Title: Assistant Manager, Aquatic & Certification Programs
Grade: NU04
Manager's Title: Director, Campus & Community Recreation
Department: Recreation and Athletics
Month & Year: May 2024

Job Summary

Responsible to develop and maximize revenue opportunities in the areas of aquatics and certification programs as well as to manage pool operations. Oversees the operations of risk management practices associated with the delivery of programs and services in the Aquatic Complex.

Key Accountabilities

Planning and Risk Management

- Keep abreast of new trends in aquatic programming, introducing and adapting recreational programs and services to meet client needs in a safe environment.
- Oversees annual unit-level planning, identifies need for modifications, determines implications and options, and prepares recommendations
- Leads ongoing operational planning and/or projects including prioritization, resource allocation, and scheduling; seeks opportunities for improvement in program and service delivery through program evaluation and research
- Develops, monitors, and reports on performance targets and service levels
- Ensure all the safety measures are in place at the aquatic facility.
- Ensuring the completion of required reports following minor and major incidents and injuries, responding to emergencies and notifying their manager, liaising with Campus Safety when necessary.

People Leadership

- Oversees unit-level workforce planning with a focus on resource and talent requirements
- Leads recruitment and staffing actions including large cohort of part-time instructors and aquatic staff. Manage the ongoing- high turnover rate of staff resulting in a heightener level of recruitment, screening, selection, training and supervision.
- Conducts probationary assessments of aquatic staff and supervisors (roster of 40-50 staff per year)
- Monitor staff training and certification to meet legislative requirements
- Manages day-to-day operations, prioritizes and delegates work, develops and implements training plans and programs, ensures work quality and completion, and manages scheduling and attendance

Financial Management

- Maintains operational budget for Aquatics and Certification programming and completes monthly variance analysis

Stakeholder Relationship

- Provides support to Director, Campus & Community Recreation
- Fosters community involvement through building relationships with local clubs and organizations and promotes the aquatic complex to the Ottawa community.
- Establishes and maintains effective communication and coordination with internal stakeholders, participants, families, vendors, and contractors, outside agencies, not-for-profit organizations, and the general public
- Participates on committees and working groups, provides input and advice, and undertakes research and information gathering to inform decisions
- Collaborates with other managers and professional staff to resolve issues and challenges and to deliver programs and services

Operations

- Generates unit program revenues, tracks progress, and adjust plans as appropriate for Aquatics and Certification programs
- Creates structure, offerings, and schedules for Aquatics and Certification programs responding to changing trends and demands
- Provides customer service, responds to customer queries, deals with escalated complaints, and resolves issues
- Generates registration data, analyzes metrics, and prepares reports for decision making
- Processes payroll for part-time team, ensures adhere to policy, procedures, and timelines
- Performs other duties as assigned

Job Requirements

Core Knowledge, Education and Experience

- Knowledge of operational management and leadership concepts practices including program/service delivery models, policy development, planning, budgeting, performance measurement management, and human resources
- Knowledge of the Ontario legislation for swimming operation as dictated through the ON Health Regulations 565/90, Amusement Devices Act, ON Spa Regulations and aquatic guidelines as applicable to the operation of a Class A aquatic facility
- Knowledge of collective agreements, policies and procedures
- Knowledge of office as well as the broader university academic units, departments, and divisions
- Knowledge of office productivity software and databases, internet browsers and search engines, discipline-specific software, enterprise software, and technology devices
- Knowledge of cultural competency and diversity in a business context
- Knowledge of how to determine high risk area, adapt lifeguard positioning, ratios, scanning and other preventative techniques to minimize risk to both clients and staff.

Education

- Completion of bachelor's degree in business administration, sports management or related degree
- Certificates and Licenses: Standard First Aid, CPR "C", AED. National Lifeguard, Lifesaving Instructor, Pool Operators Certificate

Experience

- Minimum of four years of previous progressive aquatic program development and delivery experience including three years of supervision and leadership experience

Communication and Stakeholder Management

- Builds, maintains, and interacts across a range of internal and external stakeholders with focus on provision of program, process, service, and operational advice, direction, and problem resolution
- Consults with relevant stakeholders, understands content and context, provides advice and guidance related to program and services
- Develops plans and reports and conveys information for information sharing and recommendations for decision making
- Works with university and competitive clubs
- Coaches to develop quality sports programming for the external community

Problem Solving and Decision Making

- In collaboration with others, leads the development and delivery of programs and services to support procurement services and program
- Acts autonomously and with independence to make day-to-day operational decisions, operating within the context of policy, and accepted professional standards
- Develops solutions to address program and service needs and challenges requiring integrative thinking

Impact

- Impacts development and delivery of Aquatics and Certification programs
- Contributes to reputation and/or public images as a consequence of direct interaction with community focussed aquatics programming participants.
- Contributes to revenue generation via Aquatics and Certification programs
- Contributes to the accuracy and timelines of work unit deliverables, work product, and aquatics activities

Leadership and Development of Others

- Knowledge of the methods and strategies required when leading a large part-time work force
- Leads and participates in recruitment and selection, promotions of the aquatics staff
- Delegates workload, assigns tasks, manages schedules and leaves, and recommends training and development
- Provides day-to-day coaching, mentoring, direction, and support
- Evaluates performance, gives feedback, and undertakes disciplinary actions within limits of authority

Physical, Visual, Auditory, and Concentration Demands

- On-going requirements for computer-based work and attendance at meetings

Working Environment

- Works in office environment

Manager's Signature: _____ **Date:** _____

Employee's Signature: _____ **Date:** _____