



Aquatics Coordinator

The Aquatics Coordinator's role is to provide assistance to the Aquatics Director in the day-to-day running of the pool, and assist in the development and growth of programs and services related to the aquatics department. The incumbent will demonstrate and promote a strong understanding and appreciation for the mission, vision and goals of Trico Centre. As well as, assist in ensuring that optimum safety standards and procedures are met, practiced and adhered to.

Qualifications:

- Post-secondary education in Physical Education, Recreation, Kinesiology or Sport Management and/or experience is a definite asset
- Aquatics Supervisor/Management Training
- Current National Lifeguarding (NL) Certification
- Current Lifesaving Swim Instructor (LSI) Certification
- Lifesaving Society National Lifeguard Instructor (NLI) would be a definite asset
- Swim & Lifesaving Instructor trainer (LSIT) would be an asset
- WHMIS Certification
- Pool Operator Level 1 and 2
- Current Standard First Aid and CPR "C"/AED Certification required
- First Aid Instructor Trainer Certification would be an asset
- Current Police Security Clearance and Vulnerable Sector search within the last three years or less mandatory
- Computer Experience in Word, Excel and Recreation software
- Supervisory experience in an Aquatics setting

Experience/Skills Required:

- Extensive practical work experience in an aquatic setting
- Minimum 2 years staff supervisory experience and minimum 4 years' experience working within the aquatics field
- Detail oriented, strong administrative, organizational and computer skills



- Must be able to work a flexible schedule that includes evenings and weekends
- Excellent customer service skills, able to handle customer queries and complaints with creativity and innovation
- Strong program planning and leadership skills
- Ability to train and lead others in their development
- Excellent communication skills
- Professional demeanor under pressure
- Solid understanding of the Lifesaving Society Aquatic programs
- Knowledge of Occupational Health and Safety Legislation

Competencies (Soft Skills):

- Flexible and willing to go the extra mile
- Outgoing, friendly with a positive attitude
- Excellent written and verbal communication skills
- Thrives in a busy work environment
- Ability to work independently
- Knowledgeable in the areas of program development and instruction

Working Conditions/Physical Requirements:

- May be required to lift and move items weighing 30 lbs. or greater
- Duties may include filling in and participating in activities while employees are away (i.e. lifeguarding on deck, teaching swim lessons in the water)
- Works varied shifts and may be required to be on call at specified times
- Overtime may be required during staff shortages, shutdowns or as emergency situations arise
- Carries out work in a noisy, hot and humid pool environment
- May work with chemical hazards such as; pool chemicals and cleaning supplies



Performance Responsibilities/Accountabilities:

Employee Supervision

- Assists the Aquatics Director with interviewing, hiring, onboarding and training of new aquatic staff and volunteers
- Assists the Aquatics Director in the development and implementation of training plans for pool staff including; Head Guards, Guards and Swim Instructors
- Provides feedback to the Aquatics Director for the completion of aquatic staff performance reviews as set out by Trico Centre Employment policies and standards required for the job
- Provides feedback to the Aquatics Director for coaching and mentoring purposes to aquatics staff on work expectations and job performance
- Demonstrates positive leadership consistent with Trico Centre values
- Assists with completion of the bi-weekly payroll for the department
- Monitors and tracks the status of aquatic staff certifications, awards, training in-service and attendance
- Assists in planning and implementation of staff in-service workshops
- Assists with creating and maintaining staff daily and monthly work and lesson schedules
- Completes other related duties as assigned by the Aquatics Director

Budget Preparation

- Assists the Aquatics Director in the development and management of the aquatics department annual operating and capital budget
- Assists the Aquatics Director in researching and seeking out pertinent information for new equipment and services for the Aquatics department
- Assists the Aquatics Director in researching new ways to increase revenue and enhance customer service within the aquatics
- Runs new employee orientation program for new hires

Programs & Services

- Assists the Aquatics Director with the development of the aquatics section of the seasonal Program Guide (research, program and facility utilization analysis and development)
- Inputs seasonal aquatic programs into the Recreation software system monthly to meet the scheduled timeline for program guide development



- Is responsible to conduct seasonal swim lesson fees analysis as directed by the Aquatics Director assists the Aquatics Director in providing product knowledge for Guest Services in conjunction with the Guest Services and Fitness Director and Guest Services Coordinator
- Provides assistance to the Aquatics Director in initiating, developing and implementing marketing objectives to enhance the Aquatics department
- Gives input on ways to promote increased usage and maximum utilization of the aquatics department through marketing initiatives as directed by supervisor
- Takes responsibility for coordinating the program start up process, cancellations and/or combining of classes as needed as directed by supervisor
- Teaches swim lessons/guards in emergency situations
- Takes responsibility for coordinating and developing swim lesson program as directed by the Aquatics Director (i.e. school board lessons, registration, programming and assignments, start-ups, etc.)
- Is responsible for developing special events within the aquatics department as directed by the Aquatics Director

Operations

- Is responsible for pool cleaning procedures in conjunction with the Aquatics Director and Facility Operations Assistant
- Participates in and is involved in the planning and implementation of the annual pool shutdown

Health and Safety

- Is responsible for performing regular safety inspections of the pool and equipment to reduce hazards and provide maximum levels of safety in conjunction with Aquatics Director and Facility Operations
- Takes responsibility for maintaining accurate records for all pool standards – water quality testing, first aids, contamination procedures and incident reports in conjunction with the Aquatics Director and Facility Operations
- Maintains and updates all the aquatics departments manuals, safety requirements, policies, procedures and MSDS sheets



What we offer:

- Compensation range based on recreation industry standards, qualifications and experience
- Excellent full benefits package, flex days and great vacation allotment
- Free family facility access privileges and discounted rates on programs/services
- Rewards, recognition and training/development opportunities
- Opportunity to use your creativity and work with an amazing team

Closing Date: Until position is filled

Location: 11150 Bonaventure Drive SE

Only those individuals selected for an interview will be contacted. No phone calls please. Thank you for your interest in Trico Centre for Family Wellness. "We are an equal opportunity employer".

Please send applications and annual compensation expectations to:

Trico Centre for Family Wellness 11150 Bonaventure Dr. SE Calgary, AB T2J 6R9

Attention: Programs Manager Email: mcrook@tricocentre.ca