

CITY OF CHATTANOOGA

Classification Specification Title: Aquatics Program Manager

Department: Parks and Outdoors

Pay Grade: GS.13

Supervision Received From: Director Recreation

FLSA Status: Exempt

Supervisory Responsibility For: Head Lifeguard,

Established: 6/02/22

Water Fitness Instructor, Lifeguard 1, 2 & 3

Revision Dates: 8/27/24;

10/20/23; 1/11/23

CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for overseeing the daily operation of year-round indoor and seasonal outdoor pool facilities. Duties include hiring and training lifeguards, swimming instructors, water fitness instructors, swim coaches and pool supervisors; managing the operations of multiple aquatic centers, including scheduling staff and ensuring safe facilities; inspecting and testing water quality, facilities and equipment for compliance under applicable state rules and regulations; coordinating and scheduling pool, facility and equipment maintenance; conducting certification courses; planning annual swim events and managing program budget. Work requires limited supervision and the use of independent judgment and discretion.

SERIES LEVEL:

The Aquatics Program Manager is a stand-alone position in the recreation management series.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Supervises lower level, part-time aquatic facility staff to include prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment and making hiring, termination and disciplinary recommendations.

Manages the day-to-day activities and operations of multiple aquatic facilities which includes developing, planning, coordinating, administering and evaluating programs, projects, processes and procedures; ensuring compliance with Federal, State and Local laws, regulations, codes, standards, policies and procedures.

Monitors aquatic facilities for potential safety hazards and to ensure patrons comply with applicable facility rules.

Oversees and manages facility maintenance activities which includes reporting required maintenance and repairs; submitting work orders; coordinating and scheduling maintenance activities, while minimizing downtime of pools; preparing preventive maintenance calendars and performing other related activities.

Oversees the maintenance of applicable aquatic safety equipment.

Manages and facilitates training and certification courses related to lifeguarding, CPR, first aid, aquatic standards, aquatic emergency procedures, crisis management and/or other related items.

Manages the maintenance of applicable certifications for compliance with applicable regulations, guidelines and standards.

Manages, plans, promotes and administers the swim events which may include preparing event budgets; developing schedules; preparing marketing and promotional items; registering participants; monitoring the progress of events; collecting fees; purchasing required supplies and performing other related activities.

Participates in developing and administering the division budget.

Prepares a variety of business correspondence and reports related to aquatic facility activities, operations, revenues and expenditures.

Creates and disseminates promotional materials for aquatic programs and events including brochures, posters and flyers.

Participates in/on a variety of meetings, committees and/or other related groups in order to receive and convey information.

Oversees division operations such as answering phones; maintaining and ordering supplies and/or performing other related activities.

Maintains Division website, ensuring information is current and accurate.

Responds to requests for information, concerns or complaints regarding aquatic facility programs and operations.

Hiring manager for the aquatic division, working in conjunction with the HR department to identify open positions and submit requisitions, write detailed job descriptions, review resumes, approve hire and complete onboarding processes.

Write, develop and implement standard operating procedures (SOP), provide training and enforce standards for OSHA in the workplace and direct risk management operations for all aquatic facilities.

Analyzes internal operations and continually promotes improvements for efficient, safe operations. Reviews rescue maps, accident and incident reports, identifies high-risk areas and effectiveness of lifeguard zones, updates SOP as a direct result of findings and evaluates quality of customer service.

Create and deliver in-service training to meet the minimum standard of four hours per month required by the American Red Cross to maintain lifeguard certifications.

Manages and addresses equity, diversity and inclusion in all operations. Ensure all programs delivered are accessible to all participants. Increases the capacity for data driven management decisions by monitoring and assessing community needs and interests, changes in culture and future trends.

Maintains current and identifies potential organizations to increase collaboration for citywide programs, develops contracts and proposals, and coordinates use of facilities by outside agencies. Creates invoice and collects fees.

Inspects work performed by contractors and other city departments, serves as the expert in the aquatic field for projects relating to facility changes, upgrades, and renovations and makes recommendations for large purchases.

Develop and monitor POS (point of sale) policies, serve as YFD PCI (payment card industry) compliance coordinator to ensure all credit card transactions are secure and guidelines are followed.

Provide technical assistance to staff, works as power user and trains staff in recreation software, develops easy to follow procedures for program registrations, pass memberships and facility rentals.

Assist with the creating social media profiles, managing regular posts and responding to followers.

Uses, carries, and answers their cell phone for business purposes as determined by the assigned job duties and the department head.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS:

Bachelor's degree in Recreation or related field with six (6) years in or related to increasingly responsible aquatic program/facility experience, as well as experience as an Aquatic Facility Manager; or any combination of equivalent experience and education.

All employees must maintain Tennessee residency from the date of hire.

LICENSING AND CERTIFICATIONS:

Possession of, or ability to obtain, CPR, First Aid, Lifeguard Instructor, Aquatic Facility Operator Certifications, USA Swimming Coach and Water Exercise Instructor.

KNOWLEDGE AND SKILLS:

Knowledge of supervisory principles; aquatic programming principles and practices; facility scheduling principles; aquatic filtration systems, cleaning equipment and safety equipment; commercial swimming pool operations and regulations; water chemistry principles; water clarity maintenance principles; chemical handling practices; emergency and crisis management principles; applicable Federal, State and Local laws, ordinances, codes, rules, regulations,

standards, policies and procedures; budgeting principles; customer service principles; public relations principles; promotional techniques; business correspondence and report preparation techniques and basic web design principles.

Skill in monitoring and evaluating subordinate staff; prioritizing and assigning work; providing customer service and public relations; developing and implementing aquatic programs and activities; facilitating training and certification sessions; coordinating and scheduling preventive maintenance activities; preparing and administering budgets; creating emergency and crisis management plans; creating facility action plans; planning, organizing and conducting special events; applying applicable laws, ordinances, codes, rules, regulations, standards, policies and procedures; creating promotional materials; preparing a variety of business correspondence and reports; using a computer and related software applications; overseeing fiscal activities of aquatic facilities; monitoring facilities for potential safety hazards and implementing corrective actions and communication and interpersonal skills as applied to interaction with coworkers, supervisor, and the general public, sufficient to exchange or convey information and to receive work direction.

PHYSICAL DEMANDS:

Positions in this class typically require balancing, stooping, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

WORK ENVIRONMENT:

Light Work: Exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work. Incumbents may be subjected to moving mechanical parts, electrical currents, fumes, chemicals and extreme temperatures.

SPECIAL REQUIREMENTS:

Safety Sensitive: Y

Department of Transportation - CDL: N

Child Sensitive: Y

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.