



Mariners Centre Job Description

Position Title: Aquatics Manager & Facility Supervisor

Mariners Centre:

Vision: Yarmouth County is a vibrant, active, socially connected, and healthy community

Mission: The Mariners Centre is a community gathering place in Yarmouth County providing opportunities for sport recreation, cultural, and community events. Through these activities the Mariners Centre makes a substantial contribution to the health and wellness of our communities and their residents.

“Mariners on Main”: The Mariners Centre organization has been asked to re-open a recreational facility at 275 Main Street in Yarmouth NS in the fall of 2021 (the former YMCA). In doing so we are thrilled to add Aquatics, Fitness and additional Multi-Purpose space to our existing operations. As a second facility, “Mariners on Main” will allow our organization to establish the skill sets and experience required to successfully transition to a future expanded facility at our current location.

Position Summary:

The Mariners Centre Aquatics Manager & Facility Supervisor is responsible for the development and execution of all aquatic programs and services, ensuring a clean and safe operation for both users and staff. Going beyond Aquatics, this manager role will help supervise program and service delivery across the facility, including our fitness and camp programs.

The Aquatics Manager & Facility Supervisor contributes to the business development of the Mariners Centre through programming and promotion that maximizes utilization of our pool, fitness centre and multi-purpose spaces. Priorities include development and management of programs, staff, and budget. A high degree of safety and customer service is expected, delivered through Mariners Centre Staff, Instructors and Volunteers.

Interested applicants may apply to: jobs@mariners-centre.com

Position Descriptions are intended to provide an outline of the general areas of responsibility and duties associated with a given position. Position descriptions are not intended to capture the full breadth of tasks and/or assignments an employee may be directed to complete at any given time. The Mariners Centre reserves the sole and unfettered right to make changes to this position description, as required by the organization, without impact upon the employment relationship.



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- Key Relationships:**
- Supervisor: CEO Mariners Centre
 - Subordinates: Lifeguards, Instructors, Programs Staff
 - Indirect: Operations, Guest Services, Volunteers
 - External: Lifesaving Society, Canadian Red Cross, other aquatic facilities
- Hours:**
- 40 hours/week (5 days/week)
 - Saturday mornings: 9:00am – 1:00pm
 - Other hours as scheduled
 - Over time required during registration and program start up
- Required Competencies:**
- Certification as a lifeguard and swimming instructor as well as appropriate master trainer status in these programs
 - Moderate level of computer proficiency including Microsoft Office
 - Strong interpersonal and customer service skills
 - Human Resource Management experience with part time employees
 - Organized, detail oriented and good administrative skills
 - Ability to manage moderate levels of stress
 - Good conflict management skills and the ability to deal with upset customers.
 - Willing to continue with ongoing leadership and aquatics training
- Salary Scale:**
- Commensurate with experience and education

Key Responsibilities. - Typical Duties (but not necessarily limited to)

1. Customer Service
 - Facilitate easy access for customers with staff and respond to customer queries and complaints via phone, e-mail or in person
 - Design the pool schedule to maximize the number and types of customers being serviced at all times
 - Actively seek opportunities to promote the services of the Mariners Centre
 - Ensure staff are empowered and have the tools to solve customer problems they encounter
 - Phone registration for private lessons and regular classes
 - Regularly liaise with existing and potential aquatic customers to ensure a strong relationship exists between them and the Mariners Centre
2. Program Design
 - Maintain a current knowledge of programming trends and consumer desires/preferences and, where appropriate, incorporate into designing programs, services and schedules.
 - Continuously evaluate current program offerings



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- Seek and implement changes to programs to improve both quality and customer satisfaction
 - Look for unmet needs in the community and design programs, products and services to meet those needs.
3. Human Resource Management
- Promote employment at the Mariners Centre to candidates in leadership programs
 - Hire, train and supervise aquatic and program staff
 - Manage vacation schedules
 - Complete timecards/payroll for staff
 - Training Records – Maintain a database of aquatic staff certifications along with copies of certifications. Ensure staff certifications are current
 - Ensure that a Worker's Compensation accident report is completed within 2 business days every time an employee is involved in an accident at work
 - Ensure that each department has a succession plan to ensure continued smooth operations of programs and services
4. Administration
- Supervise purchasing and invoicing for the aquatic and facility programs
 - Complete weekly and monthly safety & quality checks
 - Purchase first aid, birthday and program supplies
 - Assist in the printing of worksheets and report cards
 - Ensure test sheets are submitted to certifying agencies and awards are distributed
 - Ensure copies of incident and accident reports are provided to the CEO on a regular basis
 - Ensure accurate invoicing and timely collection of receivables
 - Ensure compliance with all Mariners Centre policies and procedures
 - Maintain the recreation management software for the programs and services offered
5. Building Management
- Provide building supervisory coverage as required and scheduled
 - Assist other staff whenever possible
 - Assist in other building projects as time & schedule permits