

Job Class Profile: Swimming Pool Manager**Pay Level: CG-31 Point Band: 690-703**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	3	5	3	4	4	5	3	4	5	
Points	140	83	19	19	120	108	62	86	54	691

JOB SUMMARY

The Swimming Pool Manager provides supervisory work of a specialized nature in directing the operations of a provincial swimming pool. Specific duties include: hiring, training, and managing pool staff; coordinating and scheduling of swim times for competitive teams, school groups, and the general public; purchasing equipment for the facility, ensuring the facility is maintained in a safe and sanitary manner for all staff and clients; and managing the yearly budget and staff payroll for facility.

Key and Periodic Activities:

- Hires, supervises and trains all swimming pool staff (i.e. in servicing, staff recertification, and chairing staff meetings).
- Schedules all pool programming (i.e. swimming lessons, public swims, aqua fit classes, swim competitions, etc.).
- Maintains all pool records (i.e. remittance reports, daily cash reports, deposits, invoices, receipts, payroll, sick/annual leave, attendance, ordering and purchasing of equipment).
- Acts as a liaison to other government departments, private contractors and sports organizations.
- Writes correspondence on behalf of facility (i.e. letters to sports organizations concerning pool usage).
- Prepares monthly and yearly statistics.
- Writes reports as required.

SKILL**Knowledge****General and Specific Knowledge:**

- Knowledge of the operations of a public pool facility

Formal Education and/or Certification(s):

- Minimum: High School
- Additionally:
 - Bronze Medallion, Bronze Cross, National Lifeguard Certification
 - Water Safety, Lifesaving, and First Aid Instructors Courses
 - Pool and Spa Operators Course

Years of Experience:

- Minimum: 2 – 3 years

Competencies:

- Follows specific procedures and guidelines and ability to apply established techniques to complete activities (some analysis or assessment required).
- Proof reads, edits and formats a variety of documents.
- Uses various computer software programs such as spreadsheets, word processors, and databases.
- Writes simple letters, memos and other documentation.

Interpersonal Skills

- A range of interpersonal skills are used to perform activities such as listening to information from others, asking questions to get information, providing routine information and direction to others, instructing, teaching, training, mentoring and coaching.
- Communication occurs with employees within immediate work area, employees within the organization, suppliers/contractors, general public, professional associations/advisors, other government representatives, and Departmental executives.
- The most significant contact is with employees within immediate work area and within the organization, suppliers/contractors, and the general public.
- Interactions may include dealing with upset or angry people, gaining the cooperation of others to complete work assignments, and conducting formal interviews.

EFFORT**Physical Effort**

- Work demands occasionally result in considerable fatigue requiring periods of rest. There may be a requirement to lift children in and out of the pool requiring strength, endurance and possibly fatigue. May lift up to 25 lbs.
- Work provides the opportunity to occasionally stand and walk within the office/pool environment while completing duties (i.e. walking throughout the pool facility performing maintenance on pool filters, water quality testing, etc.).
- Constantly required to perform fine finger/precision work while operating a computer using a mouse and key board or doing paper work.

Concentration

- **Visual** concentration is constantly required while using the computer writing letters, reports, payroll emails, etc. Working in a pool environment requires heightened sensory demands (i.e. senses of sight sound and smell are finely tuned). Constant alertness is required while scanning the pool to ensure patron safety and that staff are following proper safety procedures.
- **Auditory** concentration is constantly required when in a pool environment. The pool is very loud and there are lots of echoes created by the building so hearing strain is present. This noise level carries over into the office area as patrons enter and exit the facility.
- **Other sensory demands** include the detection of odours and/or noises in the facility that may indicate an equipment malfunction or an issue with the pool chemistry.

- Impacted by **interruptions and multiple time pressures/deadlines with a lack of control over work pace** as a result of telephone calls, questions from patrons, registering for a swim program, pool bookings, payment for rentals, or employment seekers.

Complexity

- Work typically involves tasks and activities that are quite different and unrelated but allow for the use of similar skills and knowledge (maintenance, supervisory, administrative).
- Problems tend to be simple, well-defined with obvious solutions. The most typical challenge or problem is the water quality of the pool. Once the problem is detected a series of chemical tests are performed and a plan to fix the water quality is determined and actioned.
- Policies, procedures and guidelines exist to assist and address issues and challenges (i.e. Department of Health inspections, Pool and Spa Operators Manual).

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities are somewhat prescribed or controlled.
- Decisions can be made when scheduling pool time and staff schedules, annual leave, hiring of staff, types of programming to offer, and equipment needs of the facility.
- Requires supervisor's approval for travel to clinics or training, overtime, major purchases, human resource issues, media interviews, or complaints that go to the Minister or Premier.
- Working at a distance from the Director requires a high degree of independence, judgment and discretion.

Impact

- Impacts generally affect the Department, clients, and the general public.
- Work activities impact information, finances, facilities, materials, human resources, and health and safety. Programming options made available to clients results in increased revenue for the facility, extra hours for lifeguards, and general public satisfaction.
- If the pool closes due to mechanical failure or other error there could be a resulting loss in revenue from patrons and staff would not be required to work. Water quality issues are a priority and need to be identified and resolved quickly, usually a day or two.
- An example of an error that could occur is if a pool deck door is left unlocked this could result in a patron falling into the pool and potentially drowning. Physical checks of doors in the facility and follow up with various groups minimize the risk of this happening.

Development and Leadership of Others

- Typically responsible for direct supervision for a small size work group of employees (1 to 4).
- Provides on-the-job guidance, advice, feedback and input on performance evaluations; orientation to new employees, delegates tasks, provides input to others regarding recruitment, organizes and coordinates other colleagues, checks and reviews the work of others.
- Performs role as team leader and offers technical advice and guidance when instructing swimming lessons, first aid, or demonstrating rescue techniques.

WORKING CONDITIONS

Environmental Working Conditions

- There is a requirement to use safety equipment (i.e. face mask, gloves, goggles rubber apron and protective clothing when handling pool chemicals) and follow special precautions.
- There is a moderate likelihood of minor cuts, bruises, abrasions, minor illnesses, abrasions or other injuries resulting in partial disability.
- Exposed to a wide range of adverse environmental working conditions while performing duties including unusual or distracting noise, fumes, limited ventilation, unusual odours, wet and slippery surfaces, hazardous chemicals, temperature extremes, awkward and confining spaces, physical dangers and threats, wet and slippery surfaces, temperature extremes, noise and glare. Threatening gestures often occur when enforcing pool rules and regulations.