

BOROUGH OF ZELIENOPLE

Job Title: Pool Manager

Department: Administration

FLSA Status: Non-Exempt

Supervisor: Parks and Recreation Manager

DEFINITION

The Zelianople Pool Manager is a summer seasonal job responsible for the day-to-day supervision and operation of the outdoor swimming pool facility and for providing a safe, clean, and welcoming environment. Typically, the position will begin on May 1st and will be finished no more than two weeks after the pool closes in September.

DISTINGUISHING CHARACTERISTICS

The Pool Manager is expected to provide mentorship for young guards, concessions, and front desk staff, by establishing and enforcing swimming pool rules and job associated responsibilities, providing ongoing education, and training and ensuring the presence of onsite management (Co-manager, Head Guard) during all hours of operation. Problem solving and critical thinking are required to respond to any situation that would impact safety or operations. This position reports directly to the Parks and Recreation Manager.

EXAMPLES OF IMPORTANT AND ESSENTIAL FUNCTIONS

- Monitor the day-to-day operations of the pool facility.
- Assist with hiring, onboarding, and training of guard, concession, and front desk staff.
- Assist with data entry into the park membership computer.
- Ensure compliance with OSHA and department of labor rules and regulations.
- Ensure adequate and safe scheduling based on anticipated patron volume with consideration given to the day, weather, holidays, or planned special events.
- Respond to unanticipated staffing needs.
- Communicate pool closing per policy.
- Utilize scheduling program to provide timely and fair communication with employees.
- Provide training for entire staff to include use of membership computer, daily job responsibilities and expectations, safety procedures and protocols, reporting of incidents or problems, concession stand operations, front desk operations and money management, cleaning procedures, ongoing safety drills, and daily or weekly communication updates.
- Ensure proper and safe operation of all pool equipment and facility equipment.
- Report concerns or needed repairs to the Parks and Recreation Manager.
- Maintain CPR certification.

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ESSENTIAL FUNCTIONS (CONTINUED)

- Work with park maintenance department to ensure water quality meets state issued standards, conduct regular chemical tests, and maintain accurate records.
- Ensure Water features are turned on at the beginning of each day and turned off at the end of each day.
- Respond to scheduling problems as they develop.
- Provide direction and mentorship to co-pool manager, headguard.
- Organize training to ensure all employees are aware of safety issues, develop rules to ensure safe swimming.
- Schedule staff adequately for swim lessons.
- Schedule pool parties and ensure adequate staffing.
- Manage concessions by ordering appropriate food and supplies, overseeing daily operations, and ensuring compliance with the state department of health and other regulatory bodies
- Ensure compliance with all DOH and other regulatory bodies for pool operations.
- Develop a cleaning regimen to ensure cleanliness of pool decks, chairs, changing room, bathrooms, reception area, concession stand and surrounding green space.
- Maintain records of pool usage, expenditures, daily receipts, maintenance logs, disciplinary action, incident reports, customer complaints.
- Report incidents and complaints to Parks and Recreation Manager as soon as possible.
- Deposit money in the bank daily, or delegate it to co- manager. Maintain security of cash register and safe.
- Act as an ambassador for the Borough and Park management by meeting and engaging patrons and providing a warm and welcoming culture at the pool.
- Develop a schedule to ensure that the manager, co-manager, or headguard is always on duty while the pool is open.
- Report on payroll hours worked to Parks and Recreation manager by due date. Timesheets must be signed by staff.
- Develop a pool operation manual to provide immediate direction for staff needed to respond to incidents, accidents and first aid protocols.
- Maintain discipline at the swimming pool facility and supervise all staff enforcing staff policies and rules.

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ESSENTIAL FUNCTIONS (CONTINUED)

- Set a positive example for the rest of the staff to follow.
- Check all gates and doors at closing.
- Perform other duties as assigned or required.
- Schedule weekly mandatory meetings with co-manager and head guard to discuss operations.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Demonstrated Knowledge/Skills:

- Modern office practices, procedures, and equipment.
- Proper English usage, spelling, grammar, punctuation, and business format; effective communications techniques.
- Personal computer operating systems and software applications i.e., must be proficient in MS Outlook, Word, and Excel.
- Principles and practices of exceptional customer service.
- Perform a variety of managerial duties.
- Follow verbal and written instructions.
- Perceive needed changes and initiate suggestions for improvement
- Understand and interpret policies and procedures
- Schedule and prioritize requests and projects
- Monitor and evaluate own work progress and the work progress of others
- Maintain accurate, up-to-date files of statistical data and records.
- Maintain confidentiality of information.
- Utilize computer and computer software provided by Parks and Recreation Manager to perform word processing, spreadsheet, database, and other specialized functions.

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Demonstrated Knowledge/Skills (CONTINUED):

- Respond to internal and external customers in a professional and cooperative manner
- Effectively apply the required knowledge and skills in the daily performance of assigned duties
- Develop solutions using critical thinking skills, using initiative and good judgment; remain flexible and adapt to changing conditions
- Read, comprehend, and interpret policies, procedures, laws, ordinances, and regulations
- Communicate effectively both verbally and in writing

EDUCATION:

- High School Diploma or associate's degree. Must have previous experience in supervising staff. CPR certification is required. Lifeguard Manager certification is required. (Cert test can be taken when hired)

PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS:

Work is performed in both a general office environment and outdoor swimming pool facility. There is frequent sitting, walking, standing, and stooping required. Hours vary based on business needs.

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DISCLAIMER:

To perform this job successfully, an individual must be able to perform each essential function satisfactorily, with or without reasonable accommodation. The list of requirements, duties, and responsibilities is not exhaustive but is representative of the current job. The knowledge, skills and/or abilities listed are typically required to perform this job successfully. Reasonable accommodation may be made to enable otherwise qualified individuals with disabilities to satisfactorily perform the essential functions. Management reserves the right to revise the job description and to require that other tasks be performed when the circumstances of the job change (for example: emergencies, changes in personnel, workload, or technical development).

I have read the above position description and understand the requirements set forth therein. I acknowledge that I can perform the essential functions of this position with or without reasonable accommodation.

Signature of Employee

Date

Signature of Supervisor

Date