



JOB DESCRIPTION  
**RECREATION SERVICES COORDINATOR**  
**Aquatics Lead**

Department:	Recreation Services
Classification:	CUPE - Regular/Full Time
Wage Schedule:	“B” – Works and Services

**1. Role**

The Recreation Services Coordinator facilitates a healthy and vibrant community for residents and visitors through effective programming within municipal facilities, support for existing & new user groups, and dedication to recreation awareness and benefits.

**2. Nature and Scope of Work**

Reporting to the Manager of Recreation Services, the position co-ordinates and leads day to day operations, bookings and programing at key municipal recreation facilities. The position includes supervising and scheduling staff (and volunteers), being accountable for operating within a budget, and tracking the visitation and successes of the department.

The position’s efforts are specialized to seasonal aquatics and operations of the swimming pool and assisting the Programming Specialist in other duties.

**3. Primary Responsibilities**

*Aquatics*

- Direct supervision of all aquatic staff
- Lead on aquatics programming including Red Cross Swimming Lessons, Private Lessons and other pool specific programming
- Lead on all pool training and safety manuals
- Pool staffing recruitment specialist
- Provide general support to the Programming Specialist

*Recreation Services Ambassador*

- Maintains excellent public and staff relations
- Acts as primary public interface for departmental programs and policies
- Leads conflict resolution with and between facility users with positive results

*Research Coordination*

- Collects and analyzes data for municipal programs and events
- Trains and supervises staff and volunteers to collect and enter data accurately
- Maintains accurate statistical databases and records for program reporting
- Compiles annual reports and recommendations for annual departmental objectives.

*Recreation Programming*

- Plans and implements recreation programs
- Coordinates program registration for instructed and specialty programs
- Oversees the sales and visitation tracking of clients
- Operates point of sale terminals and handles cash
- Provides reports and recommendations as required

- Orders cleaning, training, and program supplies and merchandise as needed
- Provides evaluations and recommendations for programming operations
- Maintains up-to-date policies and procedures through ongoing revisions
- Performs routine facility maintenance and janitorial duties as required

#### ***Staff and Volunteers***

- Assists in the recruitment process of departmental staff and volunteers
- Leads seasonal staff training and provides supervision support when necessary
- Monitors volunteer programs and program ambassadorial duties
- Develops work schedules for casual staff
- Provides recommendations for staff duties and complaints

#### ***Health and Safety***

- Ensures safe work practices by all department members
- Develops training manuals to ensure best safety practices
- Plans and documents staff and volunteer training
- Ensures program equipment and supplies are safe and in good condition
- Ensures mitigation of all potential safety hazards
- Provides leadership in emergency situations

### **4. Secondary Responsibilities**

#### ***Advertising and Communications***

- Leads provision and assists in the production of key information for departmental communication objectives across multiple channels and physical locations
- Promotes the department at applicable special events

#### ***Other Duties as Directed***

- Assists in the development and key reporting requirements of grant and sponsorship applications for the department
- Implements and leads special projects or related tasks.

### **5. Minimal Qualifications**

#### ***Education and Credentials***

- Grade 12 Certification
- Water Safety Instructor accreditation
- National Lifeguard Service accreditation
- Standard First Aid, Aquatic Emergency Care or equivalent accreditation
- CPR “C” accreditation
- WHMIS certification

#### ***Experience***

- Two years as an Aquatic Worker or equivalent
- Recreation programs/events/hospitality management
- Supervising and managing staff or volunteers
- Writing grant applications, reporting and public translation of recreation desires
- Implementing database management for reporting purposes
- Recreation facility or program management / coordinator

***Specific Skills***

- Excellent Computer skills
- Ability keep records and prepare reports
- Conflict resolution with staff and patrons
- Excellent motivational people management
- Ability to schedule staff in an efficient manner
- Ability to instruct and or supervise recreation programs
- Ability to effectively deal with emergency situations

**6. Preferred Qualifications, Education, and Desirable Skills**

- Red Cross Water Safety Instructor Trainer
- Lifesaving Society Instructor
- First Aid instructor
- CPR “C” instructor
- Five years as an Aquatic Worker or equivalent or in a recreation-related field
- Pool operators certification
- Thorough knowledge health standards and policies applicable to public swimming pools
- University or College level courses in recreation, physical education, public administration or a related field
- Experience or background in research and data analyses
- Technical Safety BC *Refrigeration Safety Awareness* certification

**7. Step Progression**

Step	Term		Educational Requirements (maintaining currency)
I	0-12 months in position	AND	Minimal requirements per s.5 BCPRA and professional association membership
II	13-36 months	AND	Successful updates of all required regulatory and safety accreditations; <i>Refrigeration Safety Awareness</i> and <i>Live Saving Instructor</i> certifications
III	36-48 months in position	AND	Above plus <i>Aquafit Instructor</i> certification
IV	48 - 60 months in position	AND	Above plus <i>National Lifeguard Instructor, Red Cross Water Safety Instructor Trainer</i> and <i>First Aid Instructor</i> certifications
V	60+ months in position	AND	Above plus <i>Pool Operator, Life Saving Instructor Trainer, and Aquafit Instructor Trainer</i> certifications

**8. Remuneration**

Wage, terms, and work schedule are as indicated in the Town of Golden and CUPE Local 2309 Collective Agreement and applicable Letters of Understanding.

**This Job Description is hereby acknowledged under the terms and conditions stated above as of  
This 11<sup>TH</sup> day of October, 2018**

**ORIGINAL SIGNED BY**

\_\_\_\_\_  
**Jon Wilsgard  
Chief Administrative Officer  
Town of Golden**

**ORIGINAL SIGNED BY**

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**David Hedges  
President, Local 2309  
CUPE**

*A job description cannot predict every eventuality that may occur in the work place. This document is therefore general in nature, may not account for duties that may occasionally be required of the staff member performing the job, and is subject to change pending authorized approval.*