

<b>Job Title:</b> Supervisor – Recreation Programs	<b>Date Updated</b> September 2020
<b>Reports to:</b> Aquatic Centre Coordinator (directly) Sports Centre Coordinator (indirectly)	<b>Position(s) Supervised:</b> Lifeguard/Instructor(s)

**JOB SUMMARY:**

Under the direction and supervision of the Aquatic Centre Coordinator, and indirectly responsible to the Sports Center Coordinator, the Supervisor – Recreation Programs (Supervisor) is responsible for leading a team of unionized staff to achieve excellence in customer service and programming at the Comox Valley Sports and Aquatic Centres. This position assists the Sports Centre and Aquatic Centre Coordinators in the planning and delivery of quality recreation programs and special events to a wide variety of users. The Supervisor schedules, trains, mentors and provides day-to-day direction to program staff. The incumbent develops, promotes, implements and evaluates recreation programs to ensure exceptional customer service is provided in a safe and enjoyable atmosphere. The Supervisor works closely with the Aquatic and Sports Centre Coordinators and other Supervisors to ensure consistency between the Aquatic Centre and Sports Centre program staff in the implementation of all customer service standards, safe work procedures and policies. Performs First Aid as required and is required to work a flexible work schedule to ensure the fulfillment of patron needs.

**MAJOR DUTIES AND RESPONSIBILITIES:**

1. Under the direction of the Aquatic Centre Coordinator, the Supervisor schedules, trains, mentors, assigns work, and provides day-to-day direction to program staff in accordance with the collective agreement and Comox Valley Regional District policies and procedures.
2. Ensures a safe and clean environment for facility patrons and staff to prevent injuries and eliminate hazards. Activates emergency action plan and renders emergency care within the scope of required training.
3. Responsible for the daily programs and activities of the Aquatic Centre and Sports Centre pools, wellness facilities and other related areas including day camps.
4. Supports the Coordinators in the promotion and implementation of recreation programs and events including the production of print materials e.g. posters, brochures, in accordance with corporate branding standards.

5. Coordinates and evaluates program delivery to ensure quality of programming practices in alignment with Recreation Services standards of program delivery.
6. Provides instruction for leadership programs and delivers in-service training as directed.
7. Leads fitness and wellness classes and performs lifeguard/instructor duties as needed.
8. On deck supervision of lifeguard and instructors to ensure quality and consistency in program delivery.
9. Responds to routine inquiries and provides assistance to patrons. Resolves the more serious complaints from the public which have escalated beyond the level of other staff. If unable to resolve issue, report issue to the Coordinator or Manager of Recreation Programs.
10. Maintain a cooperative and positive relationship with the public.
11. Enforce facility rules consistently, tactfully, safely, and promptly.
12. Undertakes other assigned duties and projects as required.

### **REQUIRED EDUCATION AND EXPERIENCE**

- Post-secondary certificate or diploma in a related field (e.g., leisure development)
- Minimum three years of directly related experience overseeing daily activities with unionized staff in a similar capacity
- Experience in scheduling, training, mentoring, and directing the work of others in a unionized environment
- Supervisory skills training

### **REQUIRED LICENSES, CERTIFICATES AND ASSOCIATION MEMBERSHIPS**

*(required for acceptance into the job)*

- Current criminal record clearance - incumbent is required to provide a criminal record check with no charges or convictions related to the position. This includes the clearance of a vulnerable sector criminal record check
- Current NL Certification
- Current WSIT Certification
- Current NL Instructor/Examiner Certification
- Current LSI certification
- Current First Aid Instructor Certification
- Current Aquasize Instructor Certification
- Current Adaptive Aquatics Certification or equivalent
- WHMIS

**PREFERRED ADDITIONAL QUALIFICATIONS**

- Current LSI Trainer Certification
- Current First Aid Instructor Trainer Certification

**JOB KNOWLEDGE, ABILITIES AND SKILLS**

- Proven leadership and interpersonal skills
- Ability to provide high quality, professional, and courteous service to customers
- Ability to work cooperatively and promote teamwork and cooperation
- Advanced level supervisory skills including abilities to act as a coach and mentor in alignment with recreational services goals
- Knowledge of recreation services strategic goals and understanding of alignment of those goals to service delivery standards
- Ability to organize and provide direction to staff to ensure work is completed in accordance with instructions, standards, and safety regulations
- Ability to keep accurate and complete records and prepare reports and correspondence
- Ability to handle multiple tasks simultaneously and manage multiple priorities
- Ability to maintain the level of personal fitness required to perform all required duties
- Demonstrated advanced level skills with Microsoft Office Suite (MS word, Excel, Publisher and Outlook). Strong utilization skills with Adobe Acrobat, Explorer, web utilization skills and SharePoint applications and other applications related to the work such as the facility registration system.
- Advanced level ability to create and produce brochures, posters, flyers and other publications that are in alignment with corporate branding standards
- Advanced level conflict resolution skills with ability to resolve issues between staff or the public as they arise in a professional and systematic manner
- Physically capable of performing all duties safely and effectively to the current NL standards

**CORE KNOWLEDGE, ABILITIES AND SKILLS**

- Working knowledge of Comox Valley Regional District and the Comox Valley Sports and Aquatic Centers' policies and procedures
- Ability to work safely and effectively without direct supervision and adhere to work procedures and safety regulations
- Advanced ability to establish and maintain effective, cooperative, and respectful working relationships with coworkers, management, and general public
- Ability to provide excellent customer service in a professional and courteous manner
- Ability to work accurately with attention to detail

- Advanced level of communication, decision making, conflict resolution and problem solving skills
- Ability to accurately and effectively carry out oral and written instruction
- Ability to cope with interruptions and meet multiple demands and priorities in a busy fast paced environment while maintaining a positive customer service attitude
- Ability to maintain composure under stressful situations and handle emergency situations
- Ability to work shift work including days, evenings, weekends, and holidays

**EMPLOYEE SIGNATURE**

This is to certify that I have read this job description:

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date