

CITY OF TOPPENISH
Class Specification

Title: Pool Manager

Department: Recreation & Aquatics

FLSA Status: Non-Exempt

Reports to: Activities Program
Manager

Union Status: Non-Represented

Effective Date: April 24, 2024

Position Summary:

Under general direction performs oversight of the lifeguard functions, swim lesson instructions, and concession stand operations to facility users; supervises lifeguards, head lifeguards and cashiers. Completes functions including but not limited to developing schedules, maintaining order, and ensuring safety of facility users, and other duties as assigned. Ensures concession is stocked and equipped throughout the day. This position will be no more than 30 hours a week, and will include weekdays, weekends, and evening hours.

Essential Duties and Responsibilities:

The following statements reflect the general duties and responsibilities of this position but should not be considered an all-inclusive listing. The employee is also expected to meet the technical performance standards developed for this position and the City's standards for interpersonal and team behaviors, customer contacts, and supervision. Employee may also perform other duties as assigned, including work in other functional areas to cover absences or to meet current workload needs.

Oversee lifeguard functions and swim lesson instructions to facility users.

Supervise lifeguards, head lifeguards and other assigned staff.

Ensure the pool facility is prepared for opening and all equipment is in the proper location.

Assign and schedule staff for swim lessons, public swim, swim meets, pool rentals, etc.

Greets people in a professional manner both by telephone and in person, when assisting with registration or providing information. Ensures to provide a high-quality level of customer service and responds to questions, concerns, and complaints related to pool operations.

Oversee and ensures the collection of concession sales and pool admission fees are accurate, and prepares the daily deposit.

Accurately updates and maintains daily log of happenings throughout the guarding shift.

Accurately performs routine pool chemical tests, records test results and maintains chemical balance of swimming pool as required by law or health standards; ensures levels remain at appropriate range at all time.

Enforce pool rules and regulations with customers.

Enforce City policies with lifeguards and staff.

Execute emergency action plan as needed.

Responds to a variety of incidents throughout shift. Ensures proper documentation by all parties has been completed. Compiles information, prepares incident report, and notifies the Activities Program Manager of emergencies.

Train staff and assist with the planning and implementation of training throughout the season.

Maintains close contact with, and advises, supervisors in all matters pertaining to the pool operation.

Participates in a variety of meetings.

Assist with preseason and postseason preparation and cleanup.

Supports the relationship between the City of Toppenish and the constituent population by demonstrating courteous and cooperative behavior when interacting with clients, visitors, and City staff; promotes City goals and priorities in compliance with all policies and procedures.

Demonstrate punctual, regular, and reliable attendance, which is essential for successful job performance.

Other Job Requirements:

Present a positive, professional image; maintain cooperative and effective working relationships; assure excellent customer service with internal and external customers.

Execute assignments, projects, and job responsibilities efficiently and within defined timeframes, work independently and effectively with little direction.

Demonstrate good judgment and employ critical thinking to execute duties, identify issues, seek solutions, and recommend improvements in support of departmental goals.

Provide assistance to co-workers and higher-level management; participate in resolving operational or interpersonal concerns; participate in training, meetings, and on committees as assigned.

Respect the value of diversity in the workplace and the community.

Supervisory:

This position does supervise subordinates. The position may provide general or technical guidance on departmental and city processes or procedures to assist new employees become familiar with the department and city operations.

Work Schedule:

This position works a varied work week schedule with occasional early mornings, evenings, and weekends. When overtime is required; overtime pay will be provided for hours worked over 40 hours in that workweek.

Qualifications:

Position requires practical experience in aquatics facility, program, or industry; or any combination of relevant education and experience which would demonstrate the knowledge, skills and abilities required to perform the duties listed above. Successful applicants must also:

- Pass a background investigation.
- Maintain the level of physical and mental fitness necessary to perform the essential functions of the position as determined by their supervisor.
- Must possess and maintain a valid Washington State driver's license or State Identification Card. Must possess and maintain a driving record acceptable to the City and the City's insurance carrier OR must be able to provide own transportation to and from job, meetings, and related job sites.
- Be legally able to work in the United States.

Competencies:**Knowledge of:**

- The philosophy, principles, and practices of American Red Cross aquatics instructional methods.
- The methods, techniques, materials, equipment, and safety precautions associated with teaching and operating aquatic program.
- The routine maintenance of commercial pool facilities.
- Cash management operations and record keeping.
- Principles, practices, and applications of life saving and first aid techniques.
- Washington Administrative Code Chapter 246-260 regarding water recreation facilities.
- Principles and practices for the position held.
- General office procedures.

Ability to:

- Supervise Lifeguards and Cashiers in an effective manner.
- Give, receive, follow through with directions.
- Enforce pool rules and regulations.
- Ability to act quickly and calmly in emergency situations.
- Prioritize work to meet deadlines.

- Ability to work independently from general instructions and broad work expectations. Establish and maintain effective working relationships with co-workers and the public.
- Ability to positively receive feedback.
- Remain current on practices and technological advances for the position held.
- Clearly and concisely communicate information to co-workers and the public.
- Remain calm and influence, persuade, reassure, and defuse interpersonal conflicts while resolving problems for co-workers and the public.

Personal Qualities:

- Interpersonal skills using tact, patience and courtesy.
- Greet the public and co-workers in a professional manner and clearly convey a sincere willingness to be of service and/or be open to resolving the situation at hand. Clearly explain self or answer, when necessary, take the time to confirm your answer is understood.
- Close all contacts courteously and appropriately.
- Look for opportunities to build trust; research more data if needed; willing to negotiate schedule to accommodate another's needs.
- Portray an image of knowledge, confidence, professionalism, fairness, and caring.
- Dress and grooming are appropriate to position. (See City Dress Code).

Working Conditions:

Works with the public, some of which may be irate, upset, or disturbed. Frequent extension of workday to meet deadlines. Frequent use of both hands in reaching/handling/grasping/fingering while performing duties. Occasional bending/twisting at knees/waist/neck while performing related activities. Occasional kneeling/crouching/crawling. Occasional heavy work includes lifting and carrying up to fifty (50) pounds. Occasionally ascends/descends stairs, ladders and inclines while maintaining balance. Physical strength and ability sufficient to perform manual labor for extended periods under wet, cold, hot and generally unpleasant conditions. May require continuous moving, sitting, or standing for extended periods of time. Continuous use of all senses including feeling/talking/hearing/seeing while performing duties and while communicating with coworkers, the public and completing all tasks as assigned.

Approved:



City Manager



Date