

**CITY OF NEW LONDON  
CONNECTICUT**

**RECRUITING ANNOUNCEMENT  
AN EQUAL OPPORTUNITY EMPLOYER**

**Position title:**                    **Recreation Department, multiple positions:**

Program Leaders		
Site Supervisors	Assistant Aquatics Director	Program Manager
Aquatics Directors	Lifeguards	Swim Aides
Swim Instructor		

**Salary:**                            **\$11.00 - \$19.29/hr.** Depending on position see below.

**General Description of Job:**

- Program Leader: Dependable, motivated, mature individuals needed to supervise and run activities, enforce rules and maintain a safe environment. Must be 16 years old at a minimum. \$11.00-\$11.61/hr.
- Site Supervisor: Responsible, dependable, organized individuals sought to supervise youth and staff at a Summer Playground Program. Must be 18 years old at a minimum. Prior experience supervising youth will be given preference. \$13.00-\$13.76/hr.
- Aquatics Director: \$18.20-\$19.29/hr., Assistant Aquatics Director: \$14.20-\$15.05/hr., Lifeguards: \$11.75-\$12.45/hr., Program Manager: \$16.50-\$17.47/hr.; Swim Instructor: \$12.50-\$13.32/ hr., Swim Aides: \$11.00-\$11.61/hr.: Responsible, dependable, mature individuals sought to supervise at pool and/or beach in New London. Swim Aides assists instructors only and must be comfortable in the water. Must be 18 years old at a minimum for Aquatic Director and Program Manager and 16 for other positions.

All positions are available on a seasonal basis and will have limited hours available. Please call the Recreation Department at 860-447-5230 with any questions.

**Examination\*:**

Department Interview            Background Investigation

(Weighted 100%)                    (Pass/Fail)

\* **Each** portion of the examination process **must** receive a passing score of 70% or more in order to proceed to the next phase of the examination process.

\*\* The City reserves the right to move only a select number of applicants forward to the Department Interview.

**Employment Benefits:**

None offered for seasonal positions.

**How to Obtain Information:**

For a (*required*) application and detailed job specifications, apply to the Personnel Office, 13 Masonic Street, New London, CT 06320 or visit the City of New London website at: [www.ci.new-london.ct.us](http://www.ci.new-london.ct.us). Application may be dropped off or emailed to [Jobs@ci.new-london.ct.us](mailto:Jobs@ci.new-london.ct.us) Closing date is April 1, 2020 3:00 p.m., EOE MFH

The application must be submitted before **April 1, 2020 at 3:00 P.M.**

FLSA: non-exempt  
Wage Scale: Seasonal  
Location: Recreation  
Hours: Part-time, Varied  
Personnel Board: 1/29/2018

## **PROGRAM MANAGER**

### **GENERAL STATEMENT OF DUTIES:**

The position of Program Manager is responsible for the overall management of a Recreation Department program, including staff supervision, training and evaluation, program planning and implementation, budget control, and program quality assurance.

Reports to and works under the general supervision of the Recreation Program Coordinator.

### **EXAMPLES OF WORK (ILLUSTRATIVE):**

The Program Manager is responsible for the assignment, supervision and evaluation of all employees providing a specific program. Ensures that all employees are performing in accordance with their job descriptions and adhering to the departmental procedures and policies outlined in the employee manual.

- Assists in conducting job interviews and reference checks for the selection of program staff.
- Plans and conducts weekly staff meetings; provides training to improve staff performance; ensures consistent and quality customer service.
- Continually inspects and evaluates staff performance to ensure quality programs and service. Provides assistance to program staff as needed, including serving as a role model and demonstrating appropriate work habits.
- Assists in determining need and provision as well as managing special arrangements for guest speakers, presentations, and group activities in order to offer a variety of programming to patrons.
- Assists with arranging field trips, ensuring the adequate supervision of participants, appropriate timetables and transportation in order to provide a well-organized, safe and positive trip experience.
- Assists with managing required transportation arrangements, taking into consideration participant ages and the number needing such a service.
- Recommends contracts with other service providers which may complement or collaborate with Recreation Department programs.
- Contacts various vendors for needed supplies, ensuring the best dollar value available. Orders program supplies and materials in advance of programs and during programs as needed and approved by the Recreation Program Coordinator.
- Manages all administrative tasks related to program provision, including maintaining highly confidential medical information related to instructors and participants.
- Performs related duties as assigned.

### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

Working knowledge of the principles of providing municipal recreation programs and activities.

Ability to utilize initiative to administer program activities, to competently supervise subordinate employees and to provide instruction as needed.

Ability to work with employees and participants of varying ages and backgrounds, utilizing sound judgment in decision making.

Ability to maintain strict confidentiality as needed and in accordance with federal and state law, particularly in understanding and disseminating highly confidential medical information.

Ability to establish effective working relationships with superiors, subordinates, and program participants and to deal with issues using sound judgment, courtesy and tact.

Ability to operate a motor vehicle in the State of CT and to handle extensive driving as needed.

**MINIMUM QUALIFICATIONS:**

Must be at least 18 years of age; provide a work permit (if applicable); some college or equivalent work experience. Must possess leadership skills in recreation activities (paid or volunteer) that include children and supervisory experience.

**SPECIAL QUALIFICATIONS:**

Certified or ability to be certified in CPR, First Aid, and AED.

**PHYSICAL REQUIREMENT/ WORK ENVIRONMENT:**

- Tasks involve some physical effort, i.e. some standing, walking, and frequent light lifting (5-10 lbs.); infrequent moderately heavy lifting (up to 50 lbs. or more); minimal dexterity in the use of fingers, limbs, or body in the operation of shop or office equipment.
- Grasp lightly/fine manipulation
- Perform desk-based computer tasks.
- Must wear sneakers and/or appropriate safety footwear during all recreational activities.

Revised: 1/2018

FLSA: non-exempt  
Wage Scale: Seasonal  
Location: Recreation  
Hours: Part-time, Varied  
Personnel Board: 1/29/2018

## **SITE SUPERVISOR**

### **GENERAL STATEMENT OF DUTIES:**

The Site Supervisor is responsible for the overall supervision and management of a program site, its staff and its participants. This includes planning and organizing activities, monitoring staff performance, enforcing rules and maintaining a safe environment as well as managing administrative duties.

Reports to and works under the supervision of a Program Manager.

### **EXAMPLES OF WORK (ILLUSTRATIVE):**

The Site Supervisor plans and implements daily activities to provide organization and structure to the program, scheduling staff in accordance with program attendance, including consideration for days off and lunch breaks.

- Directly supervises program staff, working with Assistant Site Supervisors to ensure that Program Leaders are conducting activities that are enjoyable and safe for program participants.
- Enforces department rules and policies for the benefit of all participants.
- Provides superior customer service by treating all program participants, including staff and participant family members with respect and dignity. Ensures that participant satisfaction is a priority of all subordinates.
- Manages parent complaints and concerns in a professional, empathetic manner reinforcing the department's commitment to customer service.
- Coordinates the daily inventory of program supplies, inspecting for shortages or damages, reporting results to the Program Manager for replenishment or repair.
- Coordinates and oversees the inspection of site areas including bathrooms, parking lots, fields and other areas for hazardous conditions, cleanliness, or suspicious activities.
- Maintains a professional demeanor and attitude at all times, demonstrating appropriate work ethic and the importance of customer service.
- Attends and assists with conducting scheduled staff meetings and training to learn new supervisory techniques, program/policy changes and to discuss important issues pertaining to programs.
- Maintains accurate records of attendance as well as of any emergencies and behavioral issues for all participants, for follow up and documentation. Provides written reports of accidents or incidents within 24 hours to the Program Manager, to ensure timely follow up.
- In the event of an emergency, takes appropriate action, calls 911 and contacts the Program Manager immediately.
- Assists Program Manager as needed and performs other duties as assigned.

### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

Working knowledge of and experience in providing municipal recreation programs and activities.

Skill in understanding and ensuring that written and oral instructions are carried out.

Skill in understanding the needs of children coupled with knowledge of their physical, mental and emotional limitations.

Ability to competently supervise subordinate employees and to provide effective instructions.

Ability to provide sound, positive leadership and stability, ensuring program continuity and success.

Ability to work with employees and participants of varying ages and backgrounds, utilizing sound judgment and mature decision making.

Ability to maintain strict confidentiality as needed and in accordance with federal and state law, particularly in understanding and disseminating highly confidential medical information.

Ability to maintain composure and effective decision-making abilities at all times and to handle emergency situations competently.

Ability to establish effective working relationships with superiors, subordinates, and program participants and to deal with issues using sound judgment, courtesy and tact.

**MINIMUM QUALIFICATIONS:**

Must have a high school diploma/G.E.D. Some college or the equivalent work experience required. Must be a minimum of 18 years of age.

**SPECIAL QUALIFICATIONS:**

Certified or ability to be certified in CPR, AED, and First Aid.

**PHYSICAL DEMANDS/WORK ENVIRONMENT:**

- Work is performed in an indoor and outdoor environment. Incumbent shall be exposed to those conditions normally encountered in an indoor and outdoor environment.
- While performing the duties of this job, the employee is frequently required to walk, stand, sit, and talk or hear.
- Must wear sneakers and/or appropriate safety footwear during all recreational activities.
- The employee is occasionally required to use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms.
- The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl.
- The employee must occasionally lift and/or move up to 50 pounds or more such as equipment, supplies, etc.
- Specific vision abilities required by this job include close vision, color vision, and the ability to adjust focus.
- The noise level in the work environment is usually loud when in the facility.

Revised: 1/2018

FLSA: non-exempt  
Wage Scale: Seasonal  
Location: Recreation  
Hours: Part-time, 4-season  
Personnel Board: 1/29/2018

## **AQUATICS DIRECTOR**

### **GENERAL STATEMENT OF DUTIES:**

The Aquatics Director is responsible for the overall management of the Recreation Department swim program, its staff and its participants. This includes program planning and implementation, staff supervision, training and evaluation, assisting the Recreation Coordinator with budget preparation and other administrative functions as well as the quality assurance and safety of program delivery.

Reports to and works under the general supervision of the Recreation Program Coordinator.

### **EXAMPLES OF WORK (ILLUSTRATIVE):**

This position is responsible for assisting the Recreation Coordinator and/or the Recreation Director with planning and program development for all city aquatic programs. Directs the operations and delivery of assigned aquatics programs that are offered to the community of New London and other registered participants. During the fall, winter, and spring the Aquatics Director oversees the swim programs held at local pools. During the summer season, the Aquatics Director is in charge of the Recreation Department programs held at the Ocean Beach Pool and at Green Harbor Beach.

It is the responsibility of the Aquatics Director to create and maintain a safe, dynamic work environment that complements and supports essential staff teamwork.

- Assists in conducting job interviews and recommends applicants to the Recreation Program Coordinator for the selection of program staff. Performs related reference checks for assigned staff.
- Supervises and evaluates all employees, either directly or indirectly, to ensure adherence to job description functions and the employee manual requirements.
- Develops weekly staff schedules to provide adequate supervision of participants as well as appropriate timetables, in order to provide a well-organized, safe, positive program. Oversees and checks that all participants are registered before allowing entrance into the pool.
- Schedules and supplies certified lifeguards for all active program sites and may oversee other programs held at aquatic sites.
- Continually inspects and evaluates staff performance to ensure quality programs and service. Provides assistance to program staff as needed, including serving as a role model and demonstrating appropriate work habits.
- Plans and conducts weekly staff meetings, in-service staff training; providing training to improve staff performance as well as to ensure consistency and quality customer service.
- Provides superior customer service by treating all program participants, including staff and participant family members, with respect and dignity. Enforces department rules, and develops necessary policies to ensure that participant safety and satisfaction are staff's top priority.
- Recommends contracts with other service providers which may complement or collaborate with Recreation Department programs.
- Submits lists to the Recreation Program Coordinator for all supplies needed in advance of programs.

- Manages all administrative tasks related to program provision, including submitting biweekly time sheets for staff and maintaining highly confidential medical information related to instructors and participants.
- In the event of an emergency, takes appropriate action, calls 911 and contacts the Recreation Program Coordinator and Director immediately.
- Performs other duties as assigned.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

Working knowledge of the principles and practices of providing a complete municipal recreation swim program.

Skilled in utilizing initiative to develop and administer program activities and to competently supervise subordinate employees.

Skill in providing written and oral instructions and in ensuring that they are carried out.

Ability to work with employees and participants of varying ages and backgrounds, utilizing sound judgment in decision making.

Ability to provide sound, positive and dynamic leadership that ensures program safety and successful outcomes.

Ability to maintain strict confidentiality as needed and in accordance with federal and state law, particularly in understanding and disseminating highly confidential medical information.

Ability to maintain composure and effective decision-making abilities at all times and to handle emergency situations competently.

Ability to establish effective working relationships with superiors, subordinates, and program participants and to deal with issues using sound judgment, courtesy and tact. Communicates verbally and in writing.

Ability to operate a motor vehicle in the State of CT.

**MINIMUM QUALIFICATIONS:**

Must be at least 18 years of age; provide a work permit (if applicable); some college. Must possess leadership skills in recreation activities (paid or volunteer) that include children and supervisory experience.

**SPECIAL QUALIFICATIONS:**

Must possess certification as an ARC Lifeguard and possess or be capable of possessing a Water Instructor Certificate as well as certifications in CPR, AED, and First Aid.

**PHYSICAL DEMANDS/WORK ENVIRONMENT:**

- Work is performed in an indoor and outdoor environment. Incumbent shall be exposed to those conditions normally encountered in an indoor and outdoor environment.
- Must wear sneakers and/or appropriate safety footwear during all recreational activities.
- While performing the duties of this job, the employee is frequently required to walk, stand, sit, and talk or hear.
- The employee is occasionally required to use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms.
- Ability to stand or sit for long periods of time in outside air temperatures and conditions.
- The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl.
- The employee must occasionally lift and/or move up to 50 pounds or more such as equipment, supplies, etc.
- Specific vision abilities required by this job include close vision, color vision, and the ability to adjust focus.
- While performing the duties of this job, the employee occasionally works near moving mechanical parts, pool mechanical systems.

- The employee constantly is exposed to wet and dry conditions,
- The noise level in the work environment is usually loud when in the facility.
- Must be able to work in water for in-service training, demonstrations, teaching swim lessons occasionally.

Revised: 1/2018



FLSA: non-exempt  
Wage Scale: Seasonal  
Location: Recreation  
Hours: Part-time, Varied  
Personnel Board: 1/29/2018

## **PROGRAM MANAGER**

### **GENERAL STATEMENT OF DUTIES:**

The position of Program Manager is responsible for the overall management of a Recreation Department program, including staff supervision, training and evaluation, program planning and implementation, budget control, and program quality assurance.

Reports to and works under the general supervision of the Recreation Program Coordinator.

### **EXAMPLES OF WORK (ILLUSTRATIVE):**

The Program Manager is responsible for the assignment, supervision and evaluation of all employees providing a specific program. Ensures that all employees are performing in accordance with their job descriptions and adhering to the departmental procedures and policies outlined in the employee manual.

- Assists in conducting job interviews and reference checks for the selection of program staff.
- Plans and conducts weekly staff meetings; provides training to improve staff performance; ensures consistent and quality customer service.
- Continually inspects and evaluates staff performance to ensure quality programs and service. Provides assistance to program staff as needed, including serving as a role model and demonstrating appropriate work habits.
- Assists in determining need and provision as well as managing special arrangements for guest speakers, presentations, and group activities in order to offer a variety of programming to patrons.
- Assists with arranging field trips, ensuring the adequate supervision of participants, appropriate timetables and transportation in order to provide a well-organized, safe and positive trip experience.
- Assists with managing required transportation arrangements, taking into consideration participant ages and the number needing such a service.
- Recommends contracts with other service providers which may complement or collaborate with Recreation Department programs.
- Contacts various vendors for needed supplies, ensuring the best dollar value available. Orders program supplies and materials in advance of programs and during programs as needed and approved by the Recreation Program Coordinator.
- Manages all administrative tasks related to program provision, including maintaining highly confidential medical information related to instructors and participants.
- Performs related duties as assigned.

### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

Working knowledge of the principles of providing municipal recreation programs and activities.

Ability to utilize initiative to administer program activities, to competently supervise subordinate employees and to provide instruction as needed.

Ability to work with employees and participants of varying ages and backgrounds, utilizing sound judgment in decision making.

Ability to maintain strict confidentiality as needed and in accordance with federal and state law, particularly in understanding and disseminating highly confidential medical information.

Ability to establish effective working relationships with superiors, subordinates, and program participants and to deal with issues using sound judgment, courtesy and tact.

Ability to operate a motor vehicle in the State of CT and to handle extensive driving as needed.

**MINIMUM QUALIFICATIONS:**

Must be at least 18 years of age; provide a work permit (if applicable); some college or equivalent work experience. Must possess leadership skills in recreation activities (paid or volunteer) that include children and supervisory experience.

**SPECIAL QUALIFICATIONS:**

Certified or ability to be certified in CPR, First Aid, and AED.

**PHYSICAL REQUIREMENT/ WORK ENVIRONMENT:**

- Tasks involve some physical effort, i.e. some standing, walking, and frequent light lifting (5-10 lbs.); infrequent moderately heavy lifting (up to 50 lbs. or more); minimal dexterity in the use of fingers, limbs, or body in the operation of shop or office equipment.
- Grasp lightly/fine manipulation
- Perform desk-based computer tasks.
- Must wear sneakers and/or appropriate safety footwear during all recreational activities.

Revised: 1/2018

FLSA: non-exempt  
Wage Scale: Seasonal  
Location: Recreation  
Hours: Part-time, Varied  
Personnel Board: 1/29/2018

## **LIFEGUARD**

### **GENERAL STATEMENT OF DUTIES:**

Lifeguards are responsible for the supervision of a waterfront and pool areas during periods of operation. Lifeguards are responsible for ensuring patron service and safety both in and out of the water, for providing emergency care when needed and for monitoring and controlling patron activities at swimming sites.

Reports to and works under the supervision of the Aquatics Director and Assistant Aquatics Director.

### **EXAMPLES OF WORK (ILLUSTRATIVE):**

Responsible for monitoring water areas (pool and beaches) during hours of operation for participant safety, continually observing patrons both in and out of the water.

- Responsible for enforcement of Recreation department rules and policies for the benefit of all participants, reporting infractions occurring in assigned pool or beach area to the Aquatics Director or the Department Director.
- Provides superior customer service by treating all patrons with respect and dignity.
- Maintains daily statistics, recording the number of patrons on site as well as the weather conditions of the location.
- Respects and maintains the high confidentiality of medical information related to participants.
- Inspects site areas to ensure that the beach or pool area is clean, as well as bathrooms, locker rooms, bath houses, etc., assisting with cleaning as needed.
- Monitors pool temperatures and chlorine/ph levels to ensure compliance with state standards.
- Maintains a professional demeanor and attitude at all times, demonstrating appropriate work ethic and the importance of customer service.
- Attends scheduled staff meetings and participates in all assigned in-service training.
- In the event of an emergency, takes appropriate action, calls 911 and contacts the Aquatics Director immediately. Administers first aid and/or CPR when necessary and completes required reports in a timely manner.
- Assists Aquatics Director as needed and performs other duties as assigned.

### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

Working knowledge of the principles and practices of providing for the safety of swimmers and other patrons in a waterfront or pool area.

Working knowledge of and skill in the use of life-saving equipment.

Skill in verbal communications and in understanding and explaining directions and rules.

Ability to work with employees and participants of varying ages and backgrounds, utilizing sound judgment and mature decision making.

Ability to maintain strict confidentiality as needed and in accordance with federal and state law, particularly in understanding and disseminating highly confidential medical information.

Ability to report to work in a timely, dependable manner, to work responsibly without supervision and to work weekends as required by the position.

Ability to maintain composure and to make effective, quick decisions in responding to emergency situations.

Ability to establish effective working relationships with superiors, subordinates, and program participants and to deal with issues using sound judgment, courtesy and tact.

### **MINIMUM QUALIFICATIONS:**

Must be at least 16 years of age and provide a work permit (if applicable). Experience with programs in a pool setting and some experience working with children; instructional experience with children a plus. Must possess certifications in ARC Lifeguarding, (including CPR for adult, child, infant and pocket mask) and First Aid and some experience in a leadership role with programs involving a diverse population that includes children and teenagers.

### **PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

- Ability to lift a person off the bottom and out of the water.
- Perform all skills required for Lifeguarding, First Aid, and CPR/AED certifications.
- Ability to stand or sit for long periods of time in outside air temperatures and conditions.
- Comfortable in the water.
- While performing duties of this job, employee is frequently required to stand; walk; sit; use hand to handle, or feel; reach with arms and hands. Employee must be able to talk, taste, smell and see (both near and far).
- Occasionally required to climb or balance; stoop, kneel, crouch.
- Outdoor weather conditions with little to no temperature control, is routinely exposed to the sun, may be exposed to extreme heat, cold, wind and rain; works on uneven and/or slippery surfaces and is periodically exposed to hazardous conditions/situation.
- Must wear appropriate clothing (staff shirt and one-piece suit) and wear sneakers and/or appropriate safety footwear.
- The noise level in the work environment varies from quiet to moderately loud due to children at play.

Revised: 1/2018

FLSA: non-exempt  
Wage Scale: Seasonal  
Location: Recreation  
Hours: Part-time, Varied  
Personnel Board: 1/29/2018

## **SWIM AIDE**

### **GENERAL STATEMENT OF DUTIES:**

The Swim Aide assists the Swim Instructor in instructing swimming classes and in maintaining a safe environment and creating an enjoyable program atmosphere.

Works under the immediate direction and supervision of the Aquatic Director and or Assistant Aquatic Director.

### **EXAMPLES OF WORK (ILLUSTRATIVE):**

The Swim Aide is responsible for helping the Swim Instructor to provide swim instruction classes for participants of varying age and skill levels, following department safety rules and policies at all times.

May assist Swim Instructor in demonstrating appropriate techniques or students during practice periods.

Sets up equipment, keeps the deck clear at all times between classes; returns equipment to appropriate bins at the conclusion of classes.

Performs other duties as assigned.

### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

Working knowledge of water awareness instruction, teaching instruments and pool safety.

Ability to effectively communicate with children and to understand and follow directions.

Ability to establish effective working relationships with superiors and program participants.

### **MINIMUM QUALIFICATIONS:**

Must be at least 16 years of age and provide a work permit (if applicable); Experience with programs in a pool setting and some experience working with children desired.

### **PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT:**

- Perform all skills required for First Aid, and CPR/AED certifications.
- Ability to stand or sit for long periods of time in outside air temperatures and conditions.
- Comfortable in the water.
- While performing duties of this job, employee is frequently required to stand; walk; sit; use hand to handle, or feel; reach with arms and hands. Employee must be able to talk, taste, smell and see (both near and far).
- Occasionally required to climb or balance; stoop, kneel, crouch.
- Ability to be in water for long periods of time.
- Outdoor weather conditions with little to no temperature control, is routinely exposed to the sun, may be exposed to extreme heat, cold, wind and rain; works on uneven and/or slippery surfaces and is periodically exposed to hazardous conditions/situation.
- Must wear appropriate clothing (staff shirt and one-piece suit) and wear sneakers and/or appropriate safety footwear.

Revised: 1/2018  
FLSA: non-exempt  
Wage Scale: Seasonal  
Location: Recreation  
Hours: Part-time, Varied  
Personnel Board: 1/29/2018

## **SWIM INSTRUCTOR**

### **GENERAL STATEMENT OF DUTIES:**

The Swim Instructor is responsible for instructing swimming classes in accordance with an approved curriculum and progression. This includes planning, instructing and overseeing activities, enforcing rules, maintaining a safe environment, and creating an enjoyable program atmosphere.

Reports to and receives direction from the Aquatics Director and Assistant Aquatics Director.

### **EXAMPLES OF WORK (ILLUSTRATIVE):**

The Swim Instructor is responsible for providing age and curriculum appropriate swim instruction classes for participants with varying age and skill levels.

- Administers tests and recommends assignments as necessary.
- Ensures that department safety rules and policies are followed at all times.
- Provides superior customer service guaranteeing that program participants and participant family members are treated with respect and dignity. Ensures that participant satisfaction is a high priority.
- Serves as an example to Swim Aides by maintaining a professional demeanor and attitude at all times.
- Assists in keeping accurate records of attendance as well as of any emergencies and behavioral issues for all participants for follow up as needed.
- In the event of an emergency, takes appropriate action, calls 911 and contacts the Aquatics Director immediately.
- Performs other duties as assigned.

### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

Considerable knowledge of and ability to correctly and effectively use swim-related teaching instruments such as kickboards, buoys, barbells, etc.

Working knowledge of and skill in the instructional techniques related to teaching water awareness and advancing the swim skills of children.

Ability to effectively communicate with a variety of people, both single and in groups, in an instructional setting.

Ability to competently supervise subordinate employees, providing friendly, positive leadership.

Ability to maintain strict confidentiality as needed and in accordance with federal and state law, particularly in the occasional handling of highly confidential medical information.

Ability to maintain composure and to handle emergency situations competently.

Ability to establish effective working relationships with superiors, subordinates, and program participants and to deal with issues using sound judgment, courtesy and tact.

**MINIMUM QUALIFICATIONS:**

Must be at least 16 years of age and provide a work permit (if applicable); Experience with programs in a pool setting and some experience working with children. Instructional experience with children a plus.

**SPECIAL QUALIFICATIONS:**

Must possess a current Water Safety Instructor certification or the ability to bring certification current. Must be certified or possess the ability to be certified in CPR and First Aid.

**PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT:**

- Perform all skills required for ARC WSI, First Aid, and CPR/AED certifications.
- Ability to stand or sit for long periods of time in outside air temperatures and conditions.
- Comfortable in the water.
- While performing duties of this job, employee is frequently required to stand; walk; sit; use hand to handle, or feel; reach with arms and hands. Employee must be able to talk, taste, smell and see (both near and far).
- Occasionally required to climb or balance; stoop, kneel, crouch.
- Outdoor weather conditions with little to no temperature control, is routinely exposed to the sun, may be exposed to extreme heat, cold, wind and rain; works on uneven and/or slippery surfaces and is periodically exposed to hazardous conditions/situation.
- Must wear appropriate clothing (staff shirt and one-piece suit) and wear sneakers and/or appropriate safety footwear.

Revised: 1/2018