



## **Aquatics Supervisor**

### Gurnee Park District

**Contact Name:** Diane DeLorenzo

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**Contact Phone:**

**Closing Date:**

**Salary:** \$58,700 - \$62,000 DOQ

#### **Description:**

The Gurnee Park District is pleased to announce the opening for the position of Aquatics Supervisor, following the transition of a valued team member to a new role within our organization. The Aquatics Supervisor role plays a crucial part in the ongoing development of our year-round swim lesson program, as well as the management of customer service and concession operations at our outdoor aquatic center.

Apply today! Applications are being reviewed upon receipt and interviews will begin in November.

Under the direction and supervision of the Aquatics Facility Manager, the Aquatics Supervisor is responsible for overseeing multiple aspects of the Gurnee Park District aquatics operations. This role plans and implements a substantial year-round swim school program featuring group and private lessons for all ages. During the summer months, the Aquatics Supervisor is directly responsible for customer care operations (admission sales and concession stand) at the Hunt Club Park Aquatic Center, ensuring excellent customer service and streamlined processes in both areas. In collaboration with the Aquatics Facility Manager, the Aquatics Supervisor also oversees the day-to-day operations of the Hunt Club Park Aquatic Center and pro-actively ensures adherence to Ellis & Associates standards among the lifeguarding and management staff.

#### **QUALIFICATIONS**

- **Experience:** A minimum of one to three years of aquatics experience is required. Supervisory experience in aquatics, recreation, or a related field is strongly preferred.
- **Education:** Bachelor's Degree in Recreation, Education, or related field is required.

- **Skills/Competencies:** Must demonstrate a thorough knowledge of the recreation industry, as well as the creativity and ability necessary to initiate new concepts and programs. Must possess the knowledge and ability to organize, plan, and supervise a variety of programs, events, staff, and facilities. Must have the ability to utilize active listening techniques with internal and external customers, as well as de-escalation techniques to successfully resolve disputes. Must be able to analyze survey, participation, sales data, inventory, and admission data to interpret customer needs and interests. Must be able to develop and evaluate creative options to meet customer needs/interests and thoughtfully implement final ideas. Must have the ability to prepare budgets, manuals, and guidelines for the position's areas of responsibility. Must be able to work with various computer software applications and mobile devices. Knowledge of state, local, and national standards in these areas is also important.
- **Certifications:** Must have a valid Driver's License. Ellis & Associates Lifeguard Instructor License, Aquatic Facility Operator (AFO) or Certified Pool Operator (CPO), VanGuard Aquatic Leadership Certification, Food Service Managers Certification, and Safety Instructor (WSI) or equivalent, or ability to obtain within the first six months.

### ***PRIMARY DUTIES AND RESPONSIBILITIES***

1. Supervise and implement day-to-day operations of aquatics programs, staff and facilities in collaboration with the Aquatics Facility Manager. Serve as an on-site manager, as needed, to ensure adequate coverage of the aquatics facilities.
2. Oversee all aspects of the swim school program, including:
  1. Planning and implementation of the curriculum and schedule
  2. Ensuring appropriate student skill assessment and placement with a goal of ensuring a rewarding and progressive experience for participants
  3. Training and supervising swim school staff, ensuring a highly professional and well trained team of instructors and managers
  4. Pro-active engagement and communication with participants regarding upcoming and current classes through the iClass software
  5. Consistent observation and evaluation of the program and staff, making adjustments based on best practices and participant needs/desires
3. Develop and implement aquatics special events at both the indoor and outdoor facilities to enhance community engagement with and exposure to the park district's aquatics opportunities.
4. Maintain Ellis & Associates Lifeguard and Lifeguard Instructor license and assist in leading aquatics staff trainings, year-round in-service trainings, and ongoing vigilance awareness trainings.

5. Oversee customer care operations of the Hunt Club Park Aquatic Center, including the concession stand and admission sales operations during the summer season.
  1. Set the tone with seasonal customer care staff as ambassadors for the park district, always portraying a positive image of the organization with internal and external customers and representing SOFIE values in all interactions.
  2. Develop and maintain staff training programs, manuals, checklists, logs, etc. and collaborate with Business Services on cash handling standards and processes.
  3. Manage staffing levels based on attendance and weather data, ensuring efficient staffing models based on operation needs.
  4. Maintain safe and sanitary conditions, streamlined processes, and strong cash handling controls through frequent observations and inspections.
  5. Actively maintain inventory for all sellable items including: ordering based on need and anticipated sales, detailed loss reports, and tracking of season-end inventory reallocation and disposal.
  6. Seek customer feedback and an understanding of the customer experience, making adjustments to enhance efficiencies and experiences throughout the season.
6. Recruit, hire, train, evaluate, and provide schedules for all necessary staff and volunteers.
7. Prepare seasonal program, facility, and event information to be published by the Marketing Department.
8. Continually evaluate programs and facilities through direct observation, program evaluations and other methods of evaluation within the assigned area. Collaborate with the Aquatics Facility Manager to review and discuss recommendations.
9. Establish budgetary goals in conjunction with the Aquatics Facility Manager and monitor progress for areas of responsibility, pro-actively making adjustments as necessary based on revenues and expenditures to ensure goals are met.
10. Analyze program evaluation, participation, and community data to inform decisions, plan for the future and ensure community needs are met.
11. Work with WSRA (Warren Special Recreation Association) to coordinate Inclusion services for children with special needs.
12. Work cooperatively with other departments to ensure smooth program and facility operations.
13. Provide support to colleagues in other park district program areas when possible and requested, such as for special events.
14. Prepare and deliver staff evaluations annually and provide oversight to direct reports for evaluations they prepare for their staff.
15. Submit work orders for needed repairs, program/event setups, and other maintenance.
16. Provide oversight into the development and implementation of necessary manuals.
17. Complete necessary records, statistics, and reports as assigned and follow departmental guidelines for receiving customer feedback.
18. Respond to customers and staff within one business day. When this is not possible, indicate receipt of message and when they can expect a full response.
19. Assure that the implementation of programs and services are safe and do not discriminate against age, race, gender, sexual orientation, religion, or disability.
20. Attend and execute assigned components of the Gurnee Days Community Event. This event is scheduled annually for the second full weekend in August.
21. Assist with award and accreditation submissions at federal, state, and local levels.
22. All other duties assigned.

#### ***ADDITIONAL DUTIES AND RESPONSIBILITIES***

1. Serve on internal committees as assigned.
2. Serve on external committees as assigned.

3. Assist the Aquatics Facility Manager with administrative duties, as needed.
4. Assist the Director of Recreation in the absence of the Aquatics Facility Manager, as assigned.

### ***ADDITIONAL INFORMATION***

- **Job Status:** Full-Time, exempt position with a minimum of 40 hours per week.
- **Compensation:** Starting salary range is \$58,700 to \$62,000 annually. Starting salary is commensurate with experience and qualifications of the successful candidate.
- **Benefits:** An excellent benefits package is included.
- **Contact:** Diane DeLorenzo, Aquatic Facility Manager, [DDeLorenzo@GurneeParkDistrict.com](mailto:DDeLorenzo@GurneeParkDistrict.com)
- **Closing Date:** Apply today! Applications will be reviewed upon receipt; interested individuals are encouraged to apply soon for timely consideration.
- **To Apply:** Aquatics Supervisor Application