

Job Description

Supervisor

POSITION SYNOPSIS AND PURPOSE

(A position overview and how it aligns with corporate strategies)



Aquatic staff are expected to deliver high levels of customer service to users and participants. The Supervisor is responsible for overseeing the safety, daily operations and programming; including ensuring the appropriate levels of supervision and required guidelines and standards of Region of Queens Municipality and the certifying bodies are followed. The Supervisor will serve as a strong team member and will provide leadership, support and mentoring to all aquatic staff. The Supervisor will oversee the safety, daily operations and programming as directed and appropriate.

As the Supervisor also functions as a lifeguard and swimming lesson instructor, they are responsible for patron safety through prevention focused supervision and education, and responding to injuries, incidents and emergencies through timely response. In an instructor capacity, the Supervisor is expected to provide a high-quality, safe, learning environment where participants can have fun, develop their skills, and foster a lifelong love of swimming and the water.

All aquatic staff will contribute to the development of aquatics programming by acting as an ambassador to the community and patrons. By providing users and community members with vital water safety knowledge and building relationships with patrons of all ages, the Supervisor ensures they can enjoy the facility in a safety conscious environment. Region of Queens Municipality is committed to creating a safe, educational, and fun space for all patrons and staff, and a standard of excellence in our programs, products and services. It is essential that the Supervisor be responsible and able to manage staff as well as provide sound guidance and leadership in a manner that ensures the needs of users and staff are met.

MAJOR RESPONSIBILITIES

(Position activities and allocation of time spent doing each activity)



Description	Approximate Time Spent (%)
Supervisory & Administrative <ul style="list-style-type: none"> Facilitate and oversee beginning of season set up and end of season clean up at the facility for items related to aquatic programming 	

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<ul style="list-style-type: none"> • Oversee swimming lesson registration for all sessions including the creation and communication of swimming lesson schedules to participants • Under the direction of the Recreation and Aquatics Programmer, responsible for overseeing and participating in staff orientation, training and in-services. • Responsible for planning, scheduling, implementing and evaluating all aspects of swim programs and other aquatic programming. Seeking approval of schedules and providing recommendations for improvement • Implement and enforce facility operational protocols and Nova Scotia Lifesaving Society standards and requirements for swimming lesson planning, implementation and evaluation, and lifeguarding, including enforcement of site safety rules • Oversee on-site inventory management of all aquatic programming, materials, safety related supplies and equipment, cleaning supplies and chemicals • Enforce staff compliance and implementation of all required facility operational guidelines, safety rules and regulations as defined by Region of Queens Municipality, Nova Scotia Occupational Health and Safety Act, Nova Scotia Operational Guidelines for Aquatic Facilities and the facility policies and procedures • Effectively manage and facilitate resolutions involving conflicts among staff, participants, patrons and the public in a mature, professional and courteous manner ensuring the Recreation and Aquatics Programmer is consulted before and after, and that detailed communication is provided regarding the issue and resolution • Prepare and submit weekly cash deposits, if applicable • Act as a mentor and positive role model for aquatic staff • Ensure all log books and records are completed and maintained as required • Provide input into the creation of aquatic staff work schedules ensuring that appropriate levels of supervision for each programming element, as defined by the certifying body, are always met or exceeded • Other duties as assigned by the Recreation and Aquatics Programmer, Director of Recreation, or designate 	20%
<p>Customer Service</p> <ul style="list-style-type: none"> • Greet and educate patrons about water safety, facility safety and provide high-quality services • Suggest opportunities to assist and improve participant experience • Dress appropriately to promote visibility, recognition and professionalism • Support and follow the policies and procedures of Region of Queens Municipality • Build and maintain appropriate and professional relationships with all patrons, participants and staff • Ensure that participants of all abilities and backgrounds are welcome in summer aquatic programs and ensure that participants feel welcome, included and 	10%

Description	Approximate Time Spent (%)
<p>supported in the programs they are participating. Suggest additional staff training to the Recreation and Aquatics Programmer where required to support inclusion</p> <ul style="list-style-type: none"> • Ensure full confidentiality is maintained for all patrons and staff by following procedures that reduce the unnecessary transmission of confidential information and situations 	
<p>Safety</p> <ul style="list-style-type: none"> • Supervise public and private swimming functions, ensuring participants follow facility rules and participate safely • Immediate response to facility injuries, incidents and emergencies based on training • Immediately report any damaged or broken equipment and supplies • Carry out established opening and closing protocols including, but not limited to set up, clean up, hazard assessments and ensuring the pool is prepared and safe for all scheduled activities • Ensure staff are actively practicing risk management by completing daily and weekly maintenance and log sheets as directed. This includes performing routine safety inspections of all aquatic equipment and utilities, various cleaning tasks and relaying any needs or concerns on a regular basis. • Ensure staff are accurately, objectively and promptly completing Accident, Incident and First Aid Reports • Attend and participate in all mandatory training and in-services • Complete other duties associated with safe and effective operations as deemed necessary • Ensure the safety of all staff, participants and users through regular and effective implementation of all safety rules and guidelines • Respond to both injuries and incidents as reflected in the standard of training under which you were certified. This includes self-protective measures and use of personal protective equipment - PPE - (gloves, masks, shields, gowns), barrier devices (pocket masks) and safe lifting techniques • Follow safety and usage precautions and wear required PPE as outlined on the Material Safety Data (SDS) sheet for each chemical, item or product 	20%
<p>Lifeguarding</p> <ul style="list-style-type: none"> • Oversee staff in performing preventative lifeguard responsibilities in accordance with the NLS - Pool Option training standards • Demonstrate effective and safe lifeguarding techniques • Ensure staff are preventing injury and incident by conducting effective scanning and education • In an emergency, respond promptly and appropriately with clear signaling and communication with other aquatic staff, and activate emergency services. Lifeguards will perform first aid as outlined in Workplace First Aid w. CPR Level C + AED training, and provide clear and concise instructions to all patrons. 	15%

Description	Approximate Time Spent (%)
<p>Lifeguards will immediately notify the Recreation and Aquatics Programmer after the incident</p> <ul style="list-style-type: none"> • Ensure staff are enforcing all facility safety rules, procedures and guidelines • Ensure staff are wearing provided lifeguard shirt, ensure that a whistle is on their person and a floatation device is always in their hands while on duty • Maintain a level of fitness and training necessary to fulfill the practical, physical and knowledge components of lifeguarding • As required, Lifeguards will be required to perform physical elements in emergency situations and in-service training. This could include climbing, swimming, lifting, carrying, towing and lifting distressed or unconscious persons out of the water 	
<p>Swimming Lesson Instruction</p> <ul style="list-style-type: none"> • Ensure staff are planning, instructing and evaluating swimming lessons in accordance with prescribed guidelines as outlined by the Nova Scotia Lifesaving Society - Swim Instructor training • Ensure staff have daily lessons plans prepared and within reach at all times while instructing • Ensure staff provide a quality learning experience for all participants • Ensure staff maintain accurate attendance sheets, progress records and worksheets for participants as required • Ensure staff follow the core program curriculum as specified • Ensure instructional situations are free from hazards • Immediately report any damaged or broken equipment and supplies • Ensure staff have a whistle on their person and a flutter board are within reach at all times 	15%
<p>Cleanliness and Water Chemistry</p> <ul style="list-style-type: none"> • Complete daily cleaning duties to support cleanliness of facility as directed • Continuously monitor the cleanliness and safety within the aquatic centre, including locker rooms, deck, equipment room, staff room and seating area. Immediately address unclean or potentially hazardous conditions by reporting them to the Supervisor • Vacuuming and general pool maintenance (training provided) • Conduct water quality tests as directed every two hours and record all results in the log books and immediately provide information to Supervisor for correction of deficiencies (if noted). • Administration of daily maintenance chemicals (training provided) 	20%

***Note:** All activities are expected to be performed in a safe manner, in accordance with the *Occupational Health and Safety Act* and its Regulations, along with Corporate Safety policies, procedures and programs. In addition, all necessary personal protective equipment must be used and maintained in good condition.

QUALIFICATIONS



Education (degree/diploma/certifications):

- Nova Scotia Lifesaving Society – National Lifeguard – Pool Option (current within two years)
- Nova Scotia Lifesaving Society – Swim Instructor (current within two years)
- Intermediate Workplace First Aid w. CPR Level C + AED
- WHMIS (training will be provided)
- Complete and maintain satisfactory RCMP Vulnerable Sector check (18+ years of age)

Experience:

- Experience in a supervisory position and ability to lead and work as part of a team
- Experience working with various demographics
- Experience working in an aquatic environment and knowledge of aquatic rules and regulation of the certifying bodies
- Experience with planning, delivering and evaluating swim programs

Knowledge/Skills/Abilities:

- Responsible and professional
- Ability to follow direction and work with minimal supervision
- Excellent communication skills with ability to establish and maintain respectful, cooperative and professional working relationships with participants, patrons, the public, aquatic staff and other RQM staff
- Positive attitude
- Ability to promote drowning prevention through public education, demonstration and special events
- Demonstrate problem solving skills and judgment
- Ability to multi-task and prioritize
- Ability to maintain a high degree of mental alertness for long periods of time
- Ability to be flexible in a fast-paced environment

WORK CONDITIONS



Working Conditions

- Hazards associated with outdoor aquatic environments (ie. sun, cold, inclement weather, varying water temperatures, etc.) and rescues.
- Some tasks involve the ability to exert moderate physical effort including some combinations of standing for long periods of time, sitting, sitting at a height, crouching, walking, climbing, swimming, performing work while wet and/or performing work while wet for an extended period of time
- Regular implementation of safe lifting, carrying and rescue techniques
- Unobscured access to all required rescue equipment, first aid kits and PPE

- Exposure to a loud, warm/cool and busy environment
- Ability to be flexible in a fast-paced environment
- Due to the nature of the position, daytime, evening, weekend and holiday work will be required

Work Demands

This position spends approximately:

- 10% of the time indoors
- 90% of the time outdoors
- 0% of the time driving a vehicle during work

Physical effort:

- Work is performed in both indoor office and aquatic settings and outdoor environments
- May involve lifting equipment up to 50 lbs., standing for extended periods, and exposure to varying weather conditions and pool chemicals

Mental effort:

- Complex problem solving
- Multitasking and managing competing priorities

Hours of work:

- Facility operates 7 days a week, 16 hours a day. Shift work with the ability to work evenings, weekends and holidays depending on operational need.

Work Location:

- On-site (100% of work performed on-site)
- Hybrid (Combination of on-site and remote work)
- Mostly Remote (Most time spent working remotely with limited time spent in the office)

Note: Mostly remote positions are required to attend regularly scheduled team meetings, training, and collaboration opportunities on-site. Appropriate notice will be provided.

ACCOUNTABILITY AND INITIATIVE



Independent Decision Making:

- Independent decision making

Financials and Budget:

- N/A

Confidential Information:

- Access to confidential participant information

Creativity and Ingenuity:


- High degree required

Leadership, Supervision and Functional Advice**Employees this role supervises:**

- Assistant Supervisor, Lifeguard, Assistant Lifeguard

Functional advice this role may provide and to whom it is provided:

- Recreation and Aquatics Programmer, Director of Recreation

POSITION CLASSIFICATION (Where this position fits) 	
Position Title: Supervisor	Division:
Department: Recreation	Classification:
Positions Supervised Directly: Assistant Supervisor, Lifeguard, Assistant Lifeguard	Reports to (Direct): Recreation and Aquatics Programmer
Wage: \$23.00 per hour + 4 % vacation pay	Positions Supervised Indirectly: N/A
Hours per week: Facility operates 7 days a week, 16 hours a day. Shift work with the ability to work evenings, weekends and holidays depending on operational need.	Work Location: Queens Place Emera Centre Aquatics Centre / North Queens Aquatic Centre
Effective Date: April 27, 2026	Revision Date:

Organizational Chart

The reporting relationship of this position to others within the immediate department.

