

## Position Description

### Assistant Supervisor - North Queens Aquatic Centre

Position Title: Assistant Supervisor – North Queens Aquatic Centre

Position Summary: Aquatic staff are expected to deliver high levels of customer service to the users and participants of North Queens Aquatic Centre (NQAC). The Assistant Supervisor is responsible for assisting the Supervisor with overseeing the safety, daily operations and programming of the North Queens Aquatic Centre (NQAC); including ensuring the appropriate levels of supervision and required guidelines and standards of the Region of Queens Municipality and the certifying bodies are always followed. The Assistant Supervisor will service as a strong team member and will provide leadership, support and mentoring to all aquatic staff.

As the Assistant 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 Assistant 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, you ensure they are able to use and enjoy the facility in a safety conscious environment. The 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.

Key Relationships:

Reports Directly to: Supervisor, North Queens Aquatic Centre

Other:

Director of Recreation & Healthy Communities, Aquatics Coordinator, Parks & Grounds Crew Supervisor, Queens Place Emera Centre Customer Service Manager and other designates.

Minimum Required Certifications: (To be maintained as a condition of employment)

- Nova Scotia Lifesaving Society - National Lifeguard - Pool Option (current within two year)
- Nova Scotia Lifesaving Society - Swim Instructor (current within two years)
- Intermediate Workplace First Aid (formerly Standard First Aid) w. CPR Level C + AED (current within two year)
- WHMIS (training will be provided)

Knowledge, Skills, and Abilities:

- Experience in a leadership position and ability to work as part of a team.
- 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.

- 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.
- Experience working with various demographics.
- Ability to maintain a high degree of mental alertness for long periods of time.
- Ability to be flexible in a fast paced environment.

## **Key Areas of Responsibilities**

### Supervisory & Administrative

- Assist the Supervisor with beginning of season set up and end of season clean up at the facility for items related to aquatic programming.
- Assist the Supervisor with swimming lesson registration for all sessions; including the creation and communication of swimming lesson schedules to participants.
- Responsible for assisting the Supervisor with staff orientation, training and in-services; in addition to participating as an aquatic staff member.
- Assist the Supervisor with planning, scheduling, implementing and evaluating all aspects of swim programs and other aquatic programming. Making recommendations for improvement to the Supervisor when appropriate.
- Under the direction of the Supervisor, enforce and implement facility operational protocols and Nova Scotia Lifesaving Society standards and requirements for swimming lesson planning, implementation and evaluation.
- Under the direction of the Supervisor, enforce and implement facility operational protocols and Nova Scotia Lifesaving Society standards and requirements for lifeguarding, including enforcement of site safety rules.
- Assist the Supervisor with inventory management of all aquatic programming, safety related supplies and equipment, cleaning supplies and chemicals.
- Under direction of the Director of Recreation & Healthy Communities, enforce staff compliance and implementation of all required facility operational guidelines, safety rules and regulations as defined by the Region of Queens Municipality, Nova Scotia Occupational Health and Safety Act, Nova Scotia Operational Guidelines for Aquatic Facilities and the North Queens Aquatic Centre Policies and Procedures.
- Support the Supervisor in dealing with conflicts among staff, participants, patrons, and the public in a mature, professional and courteous manner.
- Assist the Supervisor in preparing and submitting weekly cash deposits.
- Act as a mentor and positive role model for aquatic staff.
- Assist the Supervisor in ensuring all log books and records are completed and maintained as required

### Customer Service

- Greet and educate patrons about water safety, facility safety and provide high-quality services.

- Suggest to the Supervisor, opportunities to assist and improve participant experience.
- Dress appropriately to promote visibility, recognition and professionalism.
- Support and follow the policies and procedures of the Region of Queens Municipality.
- Maintains an active and professional relationship with all participants, patrons and staff.
- Effectively resolve customer complaints, when appropriate, and provide detailed communication to the Supervisor.
- Ensure that participants of all abilities and backgrounds are welcome in summer aquatic programs and ensure that participants feel welcome, included, and supported in the programs they are participating. Suggest additional staff training to the Supervisor where required to support inclusion.

### Water Chemistry

- Conduct water quality tests as directed every two hours and record all results in the log book and immediately provide information to direct supervisor for correction of deficiencies (if noted).
- Vacuuming and general pool and pump maintenance.
- Administration of daily maintenance chemicals.

### Safety

- 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.
- Report any damaged or broken equipment and supplies to the Supervisor.
- Carry out established opening and closing protocols as directed. Including, but not limited to; set up, clean up, hazard assessments and ensure the pool is prepared and safe for all scheduled activities.
- Actively practice 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 to the Supervisor on a regular basis.
- Ensures that Accident, Incident, and First Aid Reports are completed accurately, objectively, and promptly as required.
- Attend and participate in all mandatory training and in-services.
- Completes other duties associated with the safe and effective operation of NQAC as determined necessary by Supervisors, Directors or designates.
- Assume an active role in ensuring the safety of all staff, members, and users through regular and effective implementation of all safety rules and guidelines.
- Responds 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 (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.

- Adhere to the Occupational Health & Safety Act, Nova Scotia Operational Guidelines for Aquatic Facilities, the North Queens Aquatic Centre Policies and Procedures and RQM policies and safety standards.

### Lifeguarding

- Perform preventative lifeguard responsibilities in accordance with the NLS - Pool Option training standards.
- Demonstrates effective and safe lifeguarding techniques.
- Prevent 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 SFA training and provide clear and concise instructions to all patrons. Lifeguards will immediately notify the Supervisor after the incident.
- Enforce all facility safety rules, procedures and guidelines.
- Immediately report any damaged or broken equipment and supplies to the Supervisor.
- Wear provided lifeguard shirt, ensure that a whistle is on your person and a floatation device is in your hands at all times while on duty.
- Maintains a level of fitness and training necessary to fulfill the practical, physical and knowledge components of lifeguarding.

### Swimming Lesson Instruction

- Plan, instruct and evaluate swimming lessons in accordance with prescribed guidelines as outlined by the Nova Scotia Lifesaving Society - Swim Instructor training.
- Have daily lessons plans prepared and within reach at all times while instructing.
- Provide a quality learning experience for all participants.
- Maintain accurate attendance sheets, progress records and worksheets for participants as required.
- Follow the core program curriculum as specified.
- Ensure instructional situations are free from hazards.
- Immediately report any damaged or broken equipment and supplies to your supervisor.
- Ensure that a whistle is on your person and a flutterboard is within reach at all times.

### Cleanliness

- Complete daily cleaning duties to support cleanliness of the facility as directed.
- Continuously monitor the cleanliness and safety within the aquatic centre, including locker rooms, deck, equipment room, staff room, seating area and mechanical/chemical room. Immediately address unclean or potentially hazardous conditions by reporting them to the Supervisor.

### Working Conditions

- Hazards associated with outdoor aquatic environments (i.e. 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.
- As required, lifeguards will be required to perform physical elements in emergency situations and in-service training. This could include: running, climbing, swimming, lifting, carrying, towing, and lifting distressed or unconscious persons out of the water.
- 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.

Other

- Ensures full confidentiality is maintained for all patrons and staff by following procedures that reduce the unnecessary transmission of confidential information and situations.
- Participates in professional development opportunities and training.
- Other duties as assigned by the Supervisor, Director of Recreation & Healthy Communities, or designate.

Signed:

Dated:

\_\_\_\_\_

\_\_\_\_\_, 2025

NAME