

Job Description

Assistant 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 the users and participants. The Assistant Supervisor is responsible for assisting the Supervisor with overseeing the safety, daily operations and programming including ensuring the appropriate levels of supervision, required guidelines and standards of Region of Queens Municipality and the certifying bodies are followed. The Assistant Supervisor will serve 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 can use and 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.

MAJOR RESPONSIBILITIES

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



| Description | Approximate Time Spent (%) |
|--|----------------------------|
| <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 to the Supervisor opportunities to assist and improve participant experience Dress appropriately to promote visibility, recognition and professionalism | <p>10%</p> |

| Description | Approximate Time Spent (%) |
|---|----------------------------|
| <ul style="list-style-type: none"> • 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 • 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 • 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 • Carry out established opening and closing protocols as directed including, but not limited to; set up, clean up, hazard assessments and ensuring the pool is prepared and safe for all scheduled activities • Immediately report any damaged or broken equipment and supplies to the Supervisor • 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 • Under supervision of the Supervisor, 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 immediately relaying any needs or concerns to the Supervisors • Ensure Accident, Incident and First Aid Reports are completed accurately, objectively and promptly as required and immediately report and submit to the Supervisor • Attend and participate in all mandatory training, professional development opportunities and in-services • Complete other duties associated with the safe and effective operation as determined appropriate by Supervisor, Directors or designates • Adhere to the Occupational Health & Safety Act, Nova Scotia Operational Guidelines for Aquatic Facilities, the facility policies and procedures and Region of Queens Municipality's policies and safety standards. • Follow safety and usage precautions, and wear required PPE as outlined on the Material Safety Data (SDS) sheet for each chemical, item or product | 30% |

| Description | Approximate Time Spent (%) |
|---|----------------------------|
| <p>Lifeguarding</p> <ul style="list-style-type: none"> • Perform preventative lifeguard responsibilities in accordance with the NLS - Pool Option training standards • Demonstrate 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 Intermediate Workplace First Aid w. CPR Level C + AED 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 • Wear provided lifeguard shirt, ensure that a whistle is on your person and a floatation device is always in your hands while on duty • Maintain a level of fitness and training necessary to fulfill the practical, physical and knowledge components of lifeguarding | 20% |
| <p>Swimming Lessons</p> <ul style="list-style-type: none"> • Plan, instruct and evaluate swimming lessons in accordance with prescribed guidelines as outlined by the Nova Scotia Lifesaving Society - Swim Instructor training • Provide a quality and safe 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 • Ensure that a whistle is on your person and lesson plans and a flutterboard are within reach at all times. | 20% |
| <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 • Vacuuming and general pool maintenance (training provided) • Conduct water quality tests as directed every two hours and record all results in the log book and immediately provide information to Supervisor for correction of deficiencies (if noted). If the criteria are met that require a pool closure, report it immediately to the Certified Pool Operator on duty and follow the procedures as outlined in the facility safety manual • 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 working with various demographics
- 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 regulations of the certifying bodies
- Experience with planning, delivering and evaluating swim programs

Knowledge/Skills/Abilities:

- 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 combination 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: 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 may be required
- Receiving regular feedback from the Supervisor, Director of Recreation or designates
- Other duties as assigned by the Supervisor, Director of Recreation, or designate

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:

- Moderate independent decision making

Financials and Budget:

- N/A

Confidential Information:

- Access to confidential participant information

Creativity and Ingenuity:

- Moderate degree required


Leadership, Supervision and Functional Advice

Employees this role supervises:

- Lifeguard, Assistant Lifeguard

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

- Supervisor, Recreation and Aquatics Programmer, Director of Recreation

| POSITION CLASSIFICATION (Where this position fits)  | |
|---|--|
| Position Title: Assistant Supervisor | Division: |
| Department: Recreation | Classification: |
| Positions Supervised Directly: Lifeguard, Assistant Lifeguard | Reports to (Direct): Recreation and Aquatics Programmer |
| Wage: \$21 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.

