



MITTLEMAN JEWISH COMMUNITY CENTER

6651 SW Capitol Highway, Portland, OR 97219
P: 503.244.0111 F: 503.245.4233 www.oregonjcc.org

JOB ANNOUNCEMENT

AQUATIC MANAGER

OPENING DATE: July 26, 2010

SALARY: \$29,000 - \$34,000 Per Year, DOE

CLOSING DATE: Open Until Filled
First Screening August 6, 2010

STATUS: Full Time, Exempt, Management

TO APPLY: Obtain an application from the Mittleman Jewish Community Center, 6651 SW Capitol Highway, Portland, OR 97219, 503-244-0111; or at our website: www.oregonjcc.org. **A signed, completed application is required; submission of a resume is optional and does not replace the required application form. Proof of required certifications must be included.** Please return your application materials to the attention of the MJCC Human Resources Office at the address noted above. The MJCC is an Equal Opportunity Employer

INTRODUCTION: The Aquatic Manager is responsible for carrying out the MJCC's commitment to service its members in the best aquatics environment possible with the friendliest staff, most educated members, cleanest facility, most ethical business practices and the best maintained pools. This position will oversee the aquatic operation and provide on-site leadership for aquatic staff. The Aquatic Manager actively promotes membership and purchases of aquatics services such as swim lessons, thereby assisting the MJCC with member satisfaction and retention. This position is also responsible for all matters pertaining to equipment and safety on the pool deck.

QUALIFICATIONS Any combination of experience and training that demonstrates the ability to perform the duties of the position is qualifying. This would typically include:

- Five years' progressively responsible aquatic management experience that includes at least two years' supervisory experience; AND
- Certified pool operator or ability to obtain certification within six months of hire; AND
- American Red Cross certifications in lifeguard/ first aid and CPR/AED for the professional rescuer.
- Lifeguard Training Instructor and Water Exercise Instructor certifications are preferred.

Knowledge: Knowledge of operational characteristics, services and activities common to aquatic centers. Knowledge of customer service techniques. Knowledge of supervisory practices and techniques. Knowledge of hiring practices including interviewing and reference checking. Knowledge of aquatic program development and evaluation.

Skill: Strong verbal and written communication skills. Skill in the use of modern office equipment including calculators and personal computers. Demonstrated skill in directing, hiring, evaluating and supervising staff.

Ability: Ability to project a positive, professional personal attitude and positive community image of the MJCC at all times and in a variety of settings. Ability to communicate effectively, both orally and in writing. Ability to organize and execute work independently, sometimes under the pressure of time-sensitive deadlines; ability to work with grace and good humor under pressure. Ability to work cooperatively with other departments within the MJCC. Ability to meet and deal courteously and effectively with MJCC staff, members, and the public. Ability to remain calm and use good judgment during confrontational or high-pressure situations that may arise.

Ability to maintain accurate records and to prepare reports and correspondence. Ability to work a flexible schedule as needed.

PHYSICAL REQUIREMENTS OF THE POSITION

Duties are primarily in an aquatics office located in a warm, humid pool environment that can be noisy and filled with people. Lifeguarding duties require strong ability to remain alert and watchful. Duties require the ability to swim and move quickly and decisively in emergency situations, this includes a full range of motion, and normal-range acuity in vision and hearing.

TYPICAL EXAMPLES OF WORK (These examples represent the essential functions of the position. They are not, however, inclusive of all the duties the position may perform.)

1. Manage day-to-day aquatic department activities. Maintain optimal staff coverage within budget. Develop and implement aquatic programs. Implement systems to monitor program efficacy and member satisfaction. Provide effective supervisory-level response to member complaints and issues. Order equipment and supplies within budget; oversee pool repairs and maintenance. Continually identify gaps in service and/or newly emerging needs; develop programming to respond as appropriate.
2. Hire, motivate and supervise aquatic staff. Ensure that monthly staff schedule is adequate to meet levels of service; serve as lifeguard as needed to compensate for gaps in scheduling, vacations, etc. Deliver staff orientation, training, and performance evaluation. Model behavior consistent with MJCC customer service philosophy; ensure that staff demonstrate proper commitment to customer service. Consult with HR regarding performance management issues; deliver corrective actions as required. Maintain a regular schedule of staff meetings. Develop and maintain an atmosphere of teamwork and collegiality.
3. Actively promote MJCC aquatic services to members and the general community. Ensure timely delivery of services and classes; encourage member participation in aquatic group exercise and private lessons. Promote new programs and activities to other departments and the community. Ensure the general safety of pool areas; ensure that equipment is used in a safe manner. Promote and teach private swim lessons.
4. Prepare semi-monthly timesheets; verify and calculate hours; sign and deliver timesheets to Operations Manager. Receive and distribute department paychecks. Submit pay changes in a timely manner. Ensure that new hire paperwork is complete. Track certification and license expiration dates. Prepare and maintain department correspondence, reports and statistics as needed. Compose and submit catalog schedules and copy as required. Coordinate publicity materials including flyers, web design, email blasts, and printed schedules.
5. Maintain effective communication with all other MJCC departments; work as a team to ensure seamless service delivery and positive experiences for members.

SUPERVISION RECEIVED

This position works under the general supervision of the Operations Manager.

SUPERVISION EXERCISED

This position provides first-tier supervision of aquatics department staff including head lifeguard, lifeguards, swim instructors, and group exercise instructors.

FLSA STATUS: Exempt