



## **AQUATICS CENTER MANAGER**

### OBJECTIVES

The responsibility of the Aquatics Center Manager is for the total operation of the Oelwein Family Aquatics Center. These objectives are four-fold: To assist the Parks Supervisor in the mechanical operations of the aquatics center, to take responsibility in all areas of managing and facility operations, to train, supervise, monitor and evaluate the aquatics center staff, with emphasis on supervising, problem solving, and public relations. It will be necessary to interpret pool policies and programs, assume responsibility for facility maintenance, and to promote the department's overall philosophy.

### QUALIFICATIONS

- Must be at least 18 years old
- High school graduate highly desired.
- Possess current Lifeguarding, CPR and First Aid Certifications.
- WSI and Lifeguard Instructor certifications are highly desired, but not required.
- Certified Pool Operator's certification highly desired, but not required.
- Possess thorough knowledge of lifeguarding and rescue techniques and water safety practices.
- Basic knowledge and understanding of pool water quality control and the mechanical functions of pool equipment.
- Experience as a lifeguard for a public swimming facility.
- Ability to successfully complete a pre-hire skills test before being hired.
- Ability to understand and follow oral and written instructions.
- Ability to prepare and maintain clear and accurate records and reports.
- Must be able to lift and move heavy objects weighing up to 50 lbs.
- Ability to work a variety of hours outdoors during the day, evening and weekends.

### RESPONSIBLE TO

Parks Superintendent

### ADMINISTRATIVE RESPONSIBILITIES

- Supervise lifeguards and guarding operations including:
  - Planning and supervising guard operations.
  - Assigning guards to daily rotations.
  - Concession manager and all aquatic center employees
  - Orienting lifeguards to specific safety problems of facility.
  - Assisting in the evaluation of pool personnel.
  - Coordinate and implement all staff trainings and meetings in a planned and organized manner.
  - Function as a lifeguard if availability of lifeguards is tight.



- Assume the responsibility of the total operation of the facility.
- Knowledge of all emergency and safety procedures for the facility.
- Supervise and monitor the daily operation of the cash register and controlling of daily cash funds, including but not limited to the following:
- Ensure that personnel charge all patrons who use the facility, whether it be cash or the use of the season pass.
- Ensure that the cash register is attended at all times by a staff member.
- Complete related paperwork, including but not limited to daily cash register, daily attendance, and season pass sales reports in a correct and timely manner.
- Responsible for the nightly deposit of the cash bag.
- Coordinate schedules with the Oelwein swim team, pool parties and any other groups that utilize the facility.
- Supervise the Red Cross swimming lessons that the city provides.
- Complete, in a timely manner, all reports as requested by the Parks Superintendent.

#### STAFF AND PATRON RESPONSIBILITIES

- Require patrons to follow personal health and safety regulations as formulated by the Iowa Department of Public Health and the Oelwein Parks and Recreation Department.
- Require all personnel to follow the set guidelines and policies of operation.
- Handle and assign all first aid requirements.
- Handle all public concerns, questions or disciplinary problems in a calm, courteous and professional manner; and fill out the proper documentation for all situations.

#### FACILITY MAINTENANCE RESPONSIBILITIES

- Assist the Parks Superintendent in the mechanical operations of the facility.
- Inspect facility for equipment conditions, vandalism, cleaning and supplies.
- Maintain program equipment in proper condition.
- Knowledgeable of the functions of all pool equipment, and assume responsibility for testing and maintaining a safe and desirable condition for pool water; regardless if open or closed for operation.
- Ensure that the entire facility is kept and maintained in a neat and orderly manner, including:
- The daily disinfection of changing rooms, restrooms and deck areas.
- Cleaning pool and deck area when necessary.
- Cleaning and maintaining pool grounds.
- Daily inspection of waterslide and diving boards, including waxing waterslide per manufacturer's guidelines. Guard stands, pool ladders, deck chairs, perimeter fence, playground equipment, golf course.
- Ensure that the Aquatic Center has been vacated and secured prior to leaving the facility and that the filters have been cleaned.
- Any duties as assigned by the Parks Superintendent.



**DISCLAIMER**

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I have read the above job description for the City of Oelwein Aquatics Center Manager position.

\_\_\_\_\_ Employee/Applicant

Date

\_\_\_\_\_ Supervisor

Date



## **ASSISTANT MANAGER**

### **OBJECTIVES**

The objectives of the Assistant Manager are three fold: To assist the Aquatics Center Manager in all areas of managing and facility operations, to assume total responsibility of the facility in the absence of the Manager, and to assist in supervising, monitoring and evaluating the lifeguarding staff. Therefore these objectives are similar to the Aquatics Center Manager, with emphasis on supervising, problem solving and public relations. It will be necessary to interpret pool policies and programs, assume responsibility for facility maintenance and to promote the department's overall philosophy.

### **QUALIFICATIONS**

- No age requirement.
- High school graduate highly desired.
- Possess current Lifeguarding, CPR and First Aid Certifications.
- WSI and Lifeguard Instructor certifications are highly desired, but not required.
- Possess thorough knowledge of lifeguarding and rescue techniques and water safety practices.
- Basic knowledge and understanding of pool water quality control and mechanical functions of pool equipment.
- Experience as a lifeguard for a public swimming facility.
- Ability to successfully complete a pre hire skills test before being hired for employment.
- Ability to understand and follow oral and written instructions.
- Ability to prepare and maintain clear and accurate records and reports.
- Must be able to lift and move heavy objects weighing up to 50 lbs. over an extended period of time.
- Ability to work a variety of hours outdoors during the day, evening and weekends.

### **RESPONSIBLE TO**

Aquatics Center Manager, Park Superintendent

### **ADMINISTRATIVE RESPONSIBILITIES**

- Supervise lifeguards and guarding operations including:
  - Planning and supervising guard operations.
  - Assigning guards to daily rotations.
  - Orienting lifeguards to specific safety problems of facility.
  - Assisting in the evaluation of pool personnel.
  - Assist in the coordination and implementation of staff trainings and personnel meetings.
  - Function as lifeguard when not managing the facility.
- Assume the responsibility of the total operation of the facility in the absence of the Aquatics Center Manager.
- Knowledge of all emergency and safety procedures for the facility.
- Supervise and monitor the daily operation of the cash register and controlling of daily cash funds, including but not limited to the following:
  - Ensure that personnel charge all patrons who use the facility, whether it be cash or the use of the season pass.



- Ensure that the cash register is attended at all times by a staff member.
- Complete related paperwork, including but not limited to daily cash register, daily attendance, and season pass sales reports in a correct and timely manner.
- Responsible for the nightly deposit of the cash bag.
- Responsible for supervision of concessions manager when the Aquatics Center Manager

**STAFF AND PATRON RESPONSIBILITIES**

- Require patrons to follow personal health and safety regulations as formulated by the Iowa Department of Public Health and the Oelwein Parks and Recreation Department.
- Require all personnel to follow the set guidelines and policies of operation.
- Handle and assign all first aid requirements.
- Handle all public concerns, questions or disciplinary problems in a calm, courteous and professional manner.

**FACILITY MAINTENANCE RESPONSIBILITIES**

- Inspect facility upon opening for equipment conditions, vandalism, cleaning and supplies.
- Maintain program equipment in proper condition.
- Knowledgeable of the functions of all pool equipment, and assume responsibility for testing and maintaining a safe and desirable condition for pool water.
- Ensure that the entire facility is kept and maintained in a neat and orderly manner, including:
- The daily disinfection of changing rooms, restrooms and deck areas.
- Cleaning pool and deck area when necessary.
- Cleaning and maintaining pool grounds.
- Ensure that the Aquatic Center has been vacated and the facility is secured prior to leaving.
- Any duties as assigned by the Aquatics Center Manager or Utility Superintendent.

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I have read the above job description for the City of Oelwein, Aquatics Assistant Manager position.

\_\_\_\_\_ Employee/Applicant

Date

\_\_\_\_\_ Supervisor

Date



## HEAD LIFEGUARD

### OBJECTIVES

The main objective of the Head Lifeguard is to assist the Aquatics Center Manager and Assistant Manager. The objectives are very similar to that of the Assistant Manager in that it will be necessary to supervise personnel, handle Aquatic Center problems, interpret Aquatic Center policies, and learn all aspects of managing the facility's operations and public relations. It will also be necessary to assume total responsibility in the absence of the Aquatics Center Manager and Assistant Manager.

### QUALIFICATIONS

- Must be at least a second year Guard. High School graduate is highly desired.
- Possess current Lifeguarding, CPR and First Aid Certifications.
- Possess knowledge of lifeguarding and rescue techniques and water safety practices.
- Possess experience as a lifeguard for a public swimming facility.
- Ability to understand and follow oral and written instructions.
- Ability to communicate clearly and effectively, both orally and in writing.
- Ability to lift and move heavy objects weighting up to 50 lbs.
- Ability to work a variety of hours outdoors during the day, evenings and weekends.
- Ability to successfully complete a prehire skills test before being hired for employment.

### RESPONSIBLE TO

Aquatics Center Manager/Assistant and Park Superintendent.

### ADMINISTRATIVE DUTIES

- Assign and supervise guarding operations at the pool.
- Be knowledgeable in guard duties and practices at the pool.
- Assist in conducting staff meetings.
- Knowledgeable of all emergency and safety procedures for the facility.
- Function as a lifeguard when not managing facility.
- Complete all tasks as assigned by the immediate supervisor/aquatics manager.

### STAFF AND PATRON RESPONSIBILITIES

- Require patrons to follow personal health and safety regulations as formulated by the Iowa Department of Public Health and the Oelwein Parks and Recreation Department.



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I have read the above job description for the City of Oelwein, Aquatics Center Head Lifeguard position.

\_\_\_\_\_ Employee/Applicant

Date

\_\_\_\_\_ Supervisor

Date



## LIFEGUARD

### OBJECTIVES

The Lifeguard's main objective is to enforce all pre-established policies, rules and regulations in a prompt, uniform and professional manner. It will be necessary to respond quickly and effectively to all rescue and emergency situations. Following the Department's philosophy and goals, the lifeguard will help educate the pool patrons in the importance of correct water safety practices.

### QUALIFICATIONS

- Must be at least 15 years of age.
- Possess current Lifeguarding, CPR and First Aid Certifications.
- Knowledgeable of water safety practices and usage of water safety equipment.
- Ability to understand and follow oral and written instructions.
- Ability to communicate clearly and effectively, both orally and in writing.
- Ability to lift and move heavy objects weighing up to 50 lbs.
- Ability to work a variety of hours outdoors during the day, evenings and weekends.
- Ability to successfully complete a pre hire skills test before being hired for employment.

### RESPONSIBLE TO

Aquatics Center Manager/Assistant and Park Superintendent

### STAFF AND PATRON RESPONSIBILITIES

- The Lifeguard's foremost responsibility is to ensure the safety of all patrons and participants.
- The Lifeguard must use judgment in prohibiting ANY activity or practice that may endanger the patron, other patrons, or any spectator. The Lifeguard's authority must not be questioned, so he/she must always be sure of his/herself and steadfast when enforcing the rules.
- The Lifeguard must be tactful in handling disciplinary problems and must use self-restraint in language, temper and manners.
- Because the Lifeguard is a direct reflection of the facility, the Parks and Recreation Department and the City of Oelwein she/he must act and present herself/himself in a professional manner at ALL times, in all situations.
- Require patrons to follow personal health and safety regulations as formulated by the Iowa Department of Public Health and the Oelwein Parks and Recreation Department.
- Knowledgeable of all personnel and operational policies, specific Aquatic Center rules and regulations, and specific emergency procedures for the Aquatic Center.
- Handle and assign all first aid requirements as directed and accurately complete the necessary forms and paperwork for every situation.
- Handle all public concerns, questions or disciplinary problems in a calm, courteous and professional manner.
- Report any behavioral or disciplinary problems to supervisors.
- Cooperate with and complete all tasks as assigned by immediate supervisors and/or aquatic center manager.





**FACILITY MAINTENANCE RESPONSIBILITIES**

- Assist in opening the facility by inspecting equipment conditions, looking for vandalism to the facility, do the proper cleaning and restocking supplies.
- Ensure that the entire facility is kept and maintained in a neat and orderly manner, including:
- The daily disinfection of changing rooms and restrooms.
- Cleaning pool and deck area when necessary.
- Cleaning and maintaining pool grounds.
- Assist other personnel members with their assignments and duties during rush periods, or minor maintenance work during off periods.
- Ensure that the pool has been vacated and the facility secured prior to leaving.

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I have read the above job description for the City of Oelwein, Aquatics Center Lifeguard position.

\_\_\_\_\_ Employee/Applicant

Date

\_\_\_\_\_ Supervisor

Date



## Front Desk

### OBJECTIVES

The objectives of the front desk worker are to provide knowledgeable information, registration and service in a courteous pleasant manner. The front desk worker is often the first place a patron makes contact. Maintaining good public relations at all times in all situations is vital to your job performance. It will be necessary to be knowledgeable in all areas of the program and to be able to educate the public of this information. You will be responsible for controlling cash funds, operating a cash register, and correctly completing the required paperwork.

### RESPONSIBLE TO

Aquatics Center Manager/Assistant and Park Superintendent

### QUALIFICATIONS

- Must be 16 years of age or older and preferably have some experience in dealing with the public.
- Ability to follow oral and written directions.
- Ability to sort and compare numbers accurately and rapidly.
- Ability to maintain order and cleanliness in dressing rooms.
- Ability to get along well with others.
- Current standard First Aid and CPR Certifications.

### STAFF AND PATRON RESPONSIBILITIES

- Present a good public image; be polite and smile!
- Whenever possible address the patron by name. In other cases use a formal mode of address, such as "Sir" or "Young Lady".
- VOLUNTEER INFORMATION! Always answer questions as completely as possible. Ask the question, "May I help you?"
- Must be competent and efficient in processing patrons for public swim.
- Must take complete notes and telephone messages for staff including name, date, time, message, and the name of the person taking the message.
- Assist the pool personnel in emergency or first aid requirements.

### FACILITY MAINTENANCE RESPONSIBILITIES

- Keep the front desk area cleaned and organized.
- Picking up trash in front of and around the counter and front door areas, sweeping and mopping.
- Keep windows clean with window cleaner and front of desk free of dirt and tape residue.
- Responsible for posting neat signs and notices.
- Allow only pool personnel behind the front counter and in the office areas.
- Maintain order in the lobby, locker areas and parking lot.



**CASH CONTROL RESPONSIBILITIES**

- Responsible for daily operation of cash register and control of cash funds. Never leave register unattended! Even during session breaks, the front desk must be staffed to answer questions and answer the phone. If you must leave the position have your supervisor attend it for you.
- Double check with the aquatics center manager or supervisor to ensure proper staffing, then promptly admit patrons for public swim sessions.
- Ensure that all patrons are admitted paying the daily admission fees or by using season passes.
- Complete and submit to your supervisor all paperwork and reports correctly and in a timely manner. Daily reports may include but are not limited to:
  - Daily cash register report
  - Mini-Golf Daily Attendance Sheet
  - Daily attendance report
  - Season passes sold
- Cashier is responsible for all cash funds while on duty, including cash overages and shortages.
- Cooperate with and complete all tasks as assigned by immediate supervisors and/or aquatics center manager.

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I have read the above job description for the City of Oelwein, Aquatics Center Front Desk position.

\_\_\_\_\_ Employee/Applicant

Date

\_\_\_\_\_ Supervisor

Date



## CONCESSIONS MANAGER

### OBJECTIVES

The objective of the Concession Manager position is two-fold. Primarily duties including planning, organizing, stocking, ordering, scheduling and supervising the daily operations of the concessions facilities and doing related work as required.

### QUALIFICATIONS

- High School graduate with finance or business management skills plus 1 year of supervisory experience.
- Possess current First Aid and CPR Certifications
- Possess a valid Iowa Driver's License.
- Ability to prepare and maintain accurate records and reports.
- Ability to follow oral and written directions.
- Ability to work with groups and maintain discipline.
- Ability to organize, lead, and supervise concession personnel.
- Ability to establish and maintain effective working relationships with other employees and the general public.

### RESPONSIBLE TO

Aquatics Center Manager and Park Superintendent

### ADMINISTRATIVE RESPONSIBILITIES

- Supervise concessions personnel and concessions operations including:
  - Planning and supervising workers.
  - Assigning workers to daily schedules.
  - Orienting workers to specific safety problems of facility.
  - Complete evaluations of concessions personnel.
  - Coordinate and implement all staff trainings and meetings in a planned and organized manner.
  - Function as a concession worker.
  - Knowledge of all emergency and safety procedures for the entire facility.
- Supervise and monitor the daily operation of the cash register and control of cash funds, including but not limited to the following:
  - Ensure that personnel charge all patrons for purchases.
  - Ensure that the cash register is attended at all times.
  - Complete related paperwork, including but not limited to:
    - Daily concession Stand Balance Sheet
    - Nightly Inventory Sheet
  - Responsible for the nightly deposit of the cash bag
- Complete, in a timely manner, all reports as requested by the Aquatics Center Manager or Utility Superintendent.



- Maintain a quality inventory of food stuffs to be sold. Determine what products sell well and what doesn't and make recommendations to the Aquatics Center Manager.
- Assist the Aquatics Center Manager with recommendations on policies, rules and regulations.

**STAFF AND PATRON RESPONSIBILITIES**

- Require all patrons and personnel members to follow personal health and safety regulations as formulated by the Iowa Department of Public Health, and the Oelwein Parks and Recreation Department.
- Require all personnel members to follow set policies and guidelines.
- Handle and assign all first aid requirements.
- Handle all public concerns, questions or disciplinary problems in a calm, courteous and professional manner.
- Assist the lifeguard personnel in emergency or first aid requirements.

**FACILITY MAINTENANCE RESPONSIBILITIES**

- Inspect facility upon opening for equipment conditions, vandalism, cleanliness and supplies.
- Maintain all equipment in working condition.
- Maintain the concessions area in a clean and organized manner, picking up trash around the window area and in the eating areas poolside and next to the mini-golf course.
- Responsible for posting neat advertisements and signs.
- Allows only the appropriate personnel members in the concessions area.
- Inspects the outside restroom facilities prior to, during and after scheduled shifts.
- Ensure the proper use of mini-golf facilities. Return balls to concession stand from ball pit.
- Cooperate with and complete all tasks as assigned by immediate supervisors and/or aquatics center manager.

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I have read the above job description for the City of Oelwein Aquatics Center Concessions Manager position.

\_\_\_\_\_ Employee/Applicant

Date

\_\_\_\_\_ Supervisor

Date



## CONCESSION WORKER

### OBJECTIVES

The objectives of the Concession Worker will be to serve snacks, food and drinks to the patrons in a courteous, pleasant and timely manner. All foods must be serviced in a quick, but sanitary manner. The Concession Worker will be responsible for controlling cash funds, operating a cash register and correctly completing the required paperwork.

### QUALIFICATIONS

- Must be at least 16 years of age due to the equipment used.
- Ability to follow oral and written directions.
- Ability to sort and compare numbers accurately and rapidly.
- Ability to maintain order and cleanliness in work area.
- Ability to get along well with others.
- Current standard First Aid and CPR Certifications.

### RESPONSIBLE TO

Concession Stand Manager, Aquatics Center Manager/Assistant, Park Superintendent

### STAFF AND PATRON RESPONSIBILITIES

- Present a good public image; be polite and smile! Ask the question "May I help you?"
- Allows only pool personnel behind the front counter and in the office areas.
- Must be quick and efficient in preparing patrons order.
- Assist the pool personnel in emergency or first aid requirements.

### FOOD PREPARATION RESPONSIBILITIES

- Prepare all food per instructions.
- Allows only pool personnel behind the front counter and in the office areas.
- Keep food prep areas clean and sanitary.

### FACILITY MAINTENANCE RESPONSIBILITIES

- Include keeping the concession area cleaned and organized, picking up trash in front of the counter and general cleaning as directed by the supervisor.
- Clean exterior restrooms prior events starting, making sure there is a good supply of toilet paper, paper towels and soap. Ensure the glass and partitions are wiped down.
- Keep floors swept and mopped.
- Keep counters and equipment clean and sanitary.
- Responsible for posting neat signs and notices.
- Tour the exterior boundaries of the facility to pick up wrappers and other trash.
- Ensure the proper use of mini-golf facilities. Return balls to concession stand from ball pit.



- Empty trash receptacles inside stand and in the eating areas poolside.

**PAPERWORK/CASH CONTROL RESPONSIBILITIES**

- Responsible for daily operation of cash register and controlling cash funds. Never leave register unattended.
- Ensures that all patrons and employees pay for the food or drinks they purchase.
- Correct and timely completion of related paperwork, including but not limited to:
- Daily Concession Stand Balance Sheet
- Nightly Inventory Sheet
- Cashier will be responsible for all cash funds while on duty, including overages and shortages.
- Assist the Concessions Manager with the inventory by informing him / her when an item is running low, so more may be ordered. May make recommendations on product that does or doesn't sell well.
- Cooperate with and complete all tasks as assigned by immediate supervisors and/or aquatics center manager.

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\_\_\_\_\_ Employee/Applicant

Date

\_\_\_\_\_ Supervisor

Date



## SWIM TEAM COACH

### OBJECTIVES

The objectives of the Swim Team Coach are four-fold. The first is to provide a quality program for the swimmers to enjoy. Second; to ensure the safety of all participants during practices and swim meets. Third; to coordinate the efforts of the parents and volunteers during the swim meets. And finally, to direct and assist the aquatics center staff in getting the aquatics center ready for swim meets and then taking equipment down.

### QUALIFICATIONS

- Must hold and provide a copy of current American Red Cross Safety for Swim Coaches Certification.
- Must have and provide copies of current First Aid and CPR Certifications.
- Must have had swim team experience as a participant.
- Possess a valid Iowa Driver's License.
- Ability to prepare and maintain accurate records and reports.
- Ability to follow oral and written directions.
- Ability to work with groups and maintain discipline.
- Ability to organize, lead and supervise participants and volunteers.
- Ability to establish and maintain effective working relationships with other employees and the general public.
- Ability to lead by example in promoting fair play and good sportsmanship.

### RESPONSIBLE TO

Aquatics Center Manager/Assistant, Park Superintendent, and Swim Team Coordinator

### PROGRAM RESPONSIBILITIES

- Familiarize yourself with the rules and regulations of the Big Six Swim Club (BSSC), Iowa Swimming Inc. (ISI) and United States Swimming (USS).
- Coordinate swimmer, parent and volunteer trainings and meetings.
- Supervise participants, which include but not limited to:
  - Planning organized and challenging practice sessions.
  - Assigning participants to event individual and relay meet schedules.
  - Preparing event pink and blue cards prior to swim meet.
  - Lining up transportation to and from swim meets.
  - Evaluate each swimmer and preparing practice addressing their weaknesses.
  - Inventory and maintain all equipment used in swim team.
  - Knowledge of all emergency and safety procedures for the facility.
  - Handle all first aid requirements.
  - Handle all public concerns, questions or disciplinary problems in a calm and courteous and professional manner.
- Maintain accurate records pertaining to entry fees, fundraisers and other miscellaneous fees collected:





- Account for all items issued to participants in regards to fundraisers.
- Account for all funds turned in by participants in regards to fundraisers.
- Turn all money into the City Hall.
- Complete all records or reports requested by the Utility Superintendent in an accurate and timely manner.

**FACILITY MAINTENANCE RESPONSIBILITIES**

- Inspect facility upon opening for equipment conditions, vandalism, cleaning and supplies.
- Maintain program equipment in proper condition.
- Familiarize yourself with water clarity and maintaining a safe and desirable condition for pool water.
- Ensure that the entire facility is kept and maintained in a neat and orderly manner, cleaning after participants.
- Ensure that the Aquatic Center has been vacated and the facility is secured prior to leaving.
- Cooperate with and complete all tasks as assigned by immediate supervisors and/or aquatics manager.

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I have read the above job description for the City of Oelwein, Aquatics Center Swim Team Coach position.

\_\_\_\_\_ Employee/Applicant

Date

\_\_\_\_\_ Supervisor

Date