**🧭 Assistant Aquatic Director Expectations**

**I. Supportive Leadership**

* Act as a strong second-in-command to the Aquatic Director.
* Step in confidently when the Director is unavailable.
* Lead by example with professionalism, reliability, and composure under pressure.
* Promote a positive, inclusive, and safety-first culture.
* Support team morale and conflict resolution with fairness and discretion.

**II. Staff Supervision**

* Assist in hiring, onboarding, training, and evaluating all aquatic staff.
* Create or manage daily staff schedules and ensure adequate coverage.
* Monitor staff performance and provide timely feedback or corrections.
* Serve as a mentor to new or developing lifeguards and instructors.
* Uphold staff accountability standards consistently and respectfully.

**III. Operational Efficiency**

* Ensure daily operations (opening/closing, transitions, checklists) run smoothly and efficiently.
* Support chemical checks, pool inspections, and equipment inventory.
* Coordinate with maintenance staff to report and resolve facility issues.
* Monitor facility cleanliness, locker rooms, and safety hazards throughout the day.
* Know and implement all SOPs, EAPs, and emergency protocols.

**IV. Emergency Readiness & Safety**

* Be rescue-ready and act immediately in case of any aquatic emergency.
* Assist in organizing, leading, and documenting in-service trainings and emergency drills.
* Model perfect vigilance and situational awareness at all times while supervising staff.
* Ensure safety signage, first aid kits, and rescue equipment are functional and visible.

**V. Programming & Instruction**

* Assist in planning and supervising all aquatic programming, including swim lessons, fitness classes, and special events.
* Sub in for instructors or guards as needed.
* Maintain program rosters, track participant progress, and ensure instructors follow the curriculum.
* Help organize registration materials, marketing efforts, and scheduling.

**VI. Customer Service & Communication**

* Greet patrons warmly and serve as a go-to resource for parents, participants, and guests.
* Respond to questions, concerns, and complaints calmly and professionally.
* Support effective communication between departments, staff, and leadership.
* Represent the aquatic department positively during events and programs.

**VII. Administrative Responsibility**

* Maintain up-to-date logs for chemicals, incidents, attendance, certifications, and maintenance.
* Assist in payroll preparation, ordering supplies, and report generation.
* Ensure staff certifications are current and that documentation is organized.
* Support the development and enforcement of policies, procedures, and job descriptions.

**VIII. Personal Conduct**

* Arrive on time and in appropriate attire, ready to lead and assist wherever needed.
* Maintain all required certifications and attend required meetings or trainings.
* Demonstrate calm, confident leadership—especially during high-pressure or emergency situations.
* Seek solutions instead of blame; take initiative when you see a need.