

AQUATICS SUPERVISOR

JOB DESCRIPTION

Primary Goal: The Aquatics Supervisor is responsible for Supervising the daily swim operations at their site. The Aquatic Supervisor is directly responsible for the quality of lessons offered and the customer service provided while ensuring each students progress is recorded and achieved at their site

Scheduling, logs, and Admin work for the Aquatics Supervisor are done offsite leaving the Aquatics Supervisor to focus on each customers individual needs and the quality of instruction given.

Achieving these Goals: In order to achieve these goals, the following are the responsibilities of the Aquatics Supervisor

Staffing:

- a. Hire & Train New Staff
 - i. It is the responsibility of the Aquatics Supervisor to ensure all teaching staff are trained and perform to the highest standard.
 - ii. Aquatics Supervisor will work with the Program Director, Office Manager, and Deck Supervisors to achieve the highest quality of service
 - iii. Evaluate Instructors to make sure they are teaching correct program
- b. Scheduling all staff members
 - i. Aquatics Supervisor will be responsible to schedule staff based on the needs of the school
- c. Written write ups & terminating staff members
 - i. It is at the discretion of the Aquatics Supervisor on write-ups and termination of staff members. Any staff members working at multiple sites who are up for write-ups and/or termination should confer with other Managers before doing so
- d. Run monthly staff meetings and hold in water workshops as needed
 - i. Mandatory staff meetings are run once a month and should be scheduled on a set day each month. As staff move between sites, combined meetings can also be performed.
 - ii. Additional staff meetings just for Aquatics Supervisor individual school may be scheduled at your leisure
- e. Instructor Certifications
 - i. All instructors should have proper CPR & First Aid certification; The Office Manager will make sure all certs are up to date and will communicate any issue with Aquatics Supervisor
 - ii. Infant Certification (Parent & Me Teachers) is required by all instructors who teach this level

f. Employee Evaluations & Raises

- i. Employee evaluations shall be done at the 3 month and 1 yr evaluation periods. The Office Manager will communicate with the Aquatics Supervisor for making sure these evaluations are completed in a timely manner and in a very detailed way
- ii. Submittal to Regional Manager any raises with explanations

Scheduling and Running Events:

- a. Attend all events held in your location
 - i. Aquatics Supervisor is required to attend all major events at their location. Any events that cannot be attended should be assigned to Office Manager to attend
- b. Attend all swim meets and advertising events in your area
 - i. Advertising venues are a great boost to the programs. All events should be attended by either Aquatics Supervisor, Office Manager, or Program Director if applicable
 - ii. All swim meets must have Office Manager and Aquatics Supervisor in attendance

Facility Appearance and Maintenance

- a. Make sure facility appearance is held up to Water Wings standards
 - i. Aquatics Supervisor is responsible that their site is held up to Water Wings standards.
 - ii. Any repairs needed must be communicated in writing
 - iii. If applicable, the Aquatics Supervisor shall coordinate with Office Manager cleaning staff / crew assigned to their site
- b. Ensure chemical log is kept up to date; notify Supervisor with any issues
 - i. Every Aquatics Supervisor is required to get their CPO cert.
 - ii. Logs must be updated 3 x a day
 - iii. If Applicable, Aquatics Supervisor is required to keep track of chemical stock to fix any problems that may arise

Quality of Lessons and Service

- a. Evaluate students to ensure they move through the program efficiently
 - i. Keep track of students not moving up through program and make changes as deemed necessary
 - ii. Communicate skills to parents and ensure they understand the goals for each level
- b. Provide quality customer service and ensure your staff is doing the same
 - iv. Resolve any issues parents might have

- v. Communicate events to parents
- vi. Provide a fun and pleasant experience

Breakdown of Weekly Hours:

Aquatics Supervisor are responsible to fill out a Weekly breakdown of their hours and shifts by end of day on the proceeding Saturday. It is beneficial for the Aquatics Supervisor to have a set goal for the week. Aquatics Supervisor will submit their schedule with a brief explanation of their goals they are looking to meet each day.

Each Aquatics Supervisor's hours will vary during the year. It is the responsibility of the Aquatics Supervisor to set their hours as to best suit their school.

The Aquatics Supervisor understands that hours may increase or decrease depending on demand, goals needed to be met, and programs being offered during certain times of the year. The Aquatics Supervisor understands that they are responsible for their school even at times they are not present.