

## **FACILITY MANAGER**

### **JOB DESCRIPTION**

Primary Goal: Is to ensure that the daily operations of each schools is run to the standards and procedures set in place by Water Wings Swim School. The Facility Manager is responsible for making sure the facility meets its financial goals.

Achieving these Goals: In order to achieve these goals, the following are the responsibilities of the Facility Manager.

Staffing:

- a. Hire & Train New Staff
  - i. It is the responsibility of the Facility Manager to ensure all teaching staff and office staff are trained and perform to the highest standard.
  - ii. Facility Manager 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. Facility Manager 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 Facility Manager 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 Facility Manger 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
  - ii. Additional staff meetings just for Facility Managers individual school may be scheduled at your leisure
- e. Instructor Certifications
  - i. All instructors should have proper CPR & First Aid certification; Facility Manager shall make sure all certs are up to date
  - 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 facility manager is responsible 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. Facility Manager 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 Facility Manager, Office Manager, or Program Director if applicable
  - ii. All swim meets must have Office Manager and Facility Manager in attendance

### Facility Appearance and Maintenance

- a. Make sure facility appearance is held up to Water Wings standards
  - i. Facility Manager is responsible that their site is held up to Water Wings standards.
  - ii. Any repairs needed must be communicated in writing
  - iii. It is up to Facility Manager to assign cleaning shifts and staff to meet their schools needs
- b. Ensure chemical log is kept up to date; notify Avi with any issues
  - i. Every Facility Manager is required to get their CPO cert.
  - ii. Logs must be updated 3 x a day
  - iii. Facility Manager 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

### Administration Duties:

- a. Payroll
  - i. Ensure that Office Manager is keeping up to date payroll logs
  - ii. Keep track of employee hours as to not exceed allocated budgets

- iii. Submit semi-weekly payroll hours in a timely fashion
- b. Enter all credit card information into system
  - i. Either Facility Manager or Office Manager, or someone the Facility Manager relies on are required to input all credit card info in system, black out info, and file accordingly
  - ii. Communicate with each new parent what the auto forms are used for and make sure they understand the billing process

***Breakdown of Weekly Hours:***

Facility's Managers 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 Facility Manager to have a set goal for the week. Facility Manager will submit their schedule with a brief explanation of their goals they are looking to meet each day.

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

The Facility's Manager is required to work a minimum of 40 hours per week but understands that that may increase depending on demand, goals needed to be met, and programs being offered during certain times of the year. The Facility Manager understands that they are responsible for their school even at times they are not present.