

AQUATICS LEADER

FLSA Status: Covered
Union Representation: Municipal Employees, Local 483/Recreation Employees

Classification Summary:

Positions of this classification are responsible for assisting, planning, conducting, and leading a wide variety of aquatic activities and programs. Work includes front line instruction or program leadership under established procedures; clerical processing; and leading of processes, programs, rentals, or activities. Employees receive well-defined operational guidelines and work under the supervision and guidance of other higher-level recreational personnel.

Aquatic Leaders are distinguished from Aquatic Coordinators by the latter's responsibility for program development, community involvement, needs assessments, and certification of lifeguards, swim instructors, and water fitness instructors.

Examples of Work: (Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class).

1. Assists in overseeing daily operations of aquatic facilities.
2. Teaches a variety of specialized aquatic classes; provides lesson plans for approval by supervisor; identifies materials and equipment needed for classes.
3. Plans, conducts, leads, and assists with a variety of aquatic activities, programs, and special events.
4. Serves as Lead Instructor for the swim lesson program, which includes overseeing swim lesson programming on a daily basis to ensure quality and safety standards are met.
5. Serves as lifeguard and swim lesson instructor as scheduled. Acts as primary backup to cover absences of other lifeguard/swim instructor staff.
6. Coaches, mentors, and resets expectations of seasonal aquatic staff.
7. Assists in leading quarterly community center wide in-services.
8. Evaluates, audits, and remediates all seasonal aquatic staff performance.
9. Responds to emergencies and afterhours issues throughout the facility; ensures daily emergency equipment log is completed.
10. Allocates facility space and equipment; assists instructors in assigned program areas; monitors on-site activities.
11. Assists with recruitment, selection, and training of assigned program staff; recruits volunteers to assist with events and activities; leads, mentors, and supports the work of staff in assigned program area.
12. Requests and inventories supplies and equipment; purchases supplies as needed for courses, programs and special events.
13. Serves as administrative support for assigned location; makes copies of correspondence, forms, and notices; maintains and distributes data; maintains participant mailing list; collects attendance figures, customer concerns, and accident and security incident reports.

14. Provides customer service; answers phone calls, returns voicemails and emails, provides general bureau and program information, listens and responds to customers' questions, requests, issues, concerns, and complaints.
15. Utilizes software to process registrations, book facilities, generate reports, and update customer account information; performs point of sale transactions.
16. Distributes marketing materials both electronically and physically; conducts outreach activities with the community.
17. Oversees facility maintenance; uses routine equipment maintenance checklist to clean and organize equipment to ensure a clean, safe, and well-maintained facility.
18. Identifies and communicates safety hazards as needed; communicates issues with maintenance staff, Aquatics Coordinator, and Supervisor.
19. Works with Aquatics Coordinator to ensure facility is safe and accessible for all staff and patrons; maintains and ensures all accessibility equipment is functional; submits and tracks facility work orders as needed. Communicates equipment and product needs to Supervisor.
20. Addresses any pool mechanical issues (as allowed by Union contract); tests and records pool chemicals; maintains chemical log records.
21. Delivers daily positive engagement with community, patrons, business, vendors, organizations, groups, etc. who arrive at facility or programmed class or event.

Knowledge, Skills and Abilities:(At time of appointment, base KSAs expected of all positions)

Knowledge of:

1. Current trends and principles of aquatics programming and instruction.
2. Water safety and sanitation in a public pool environment, including pool chemicals, water temperature, and water clarity.
3. The variety of activities offered by Portland Parks & Recreation.
4. Principles of specialized recreational service activities.
5. Customer service and office administration best practices.

Skill in:

6. Instructing the fundamentals of recreational aquatics.
7. Writing and communicating clearly.
8. Oral communication including responding courteously to the public in person and by phone.
9. Keeping accurate records including registration, deposits, receipts, and community data.

Ability to:

10. Use current technologies in area of assignment.
11. Establish and maintain effective working relationships with community center and other recreation staff, city employees, program participants, and the general public.
12. Follow written and oral instructions.
13. Select, instruct, and oversee volunteers and seasonal/casual staff.
14. Be flexible and adaptable to a variety of work environments.
15. Apply and enforce Portland Parks and Recreation policies and procedures.
16. Incorporate the needs of people of diverse ethnic backgrounds, ages, physical abilities, and interests into program planning.

Licenses; Certificates; Special Requirements:

Current Certifications within three months of hire:

- StarGuard Elite Lifeguard Certification, which includes First Aid, CPR, Supplemental Oxygen and AED
- Portland Parks & Recreation Swim Instructor Certification
- Portland Parks & Recreation Water Fitness Instructor Certification
- Certified Pool Operator Certification OR Aquatic Facility Operator Certification

Working Conditions:

Potentially hazardous conditions, e.g., working around chlorine, water, and a hot, humid environment.

Class History:

Adopted: 7-1-22