



Cañada College ♦ College of San Mateo ♦ Skyline College

## GENERIC POSITION DESCRIPTION

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### OPERATIONS MANAGER - AQUATICS

A Classified Supervisory (Exempt) Position  
Grade 180E – Salary Schedule 35

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#### ***A. The Position***

Reporting to the Director of Community Fitness, the Aquatics Operations Manager provides overall leadership and coordination of the aquatic facilities at College of San Mateo and for the aquatic facility at Cañada College during its initial organizational development. Public contact is extensive and includes staff, students, the general public, and campus visitors. A high degree of independent judgment and creativity are required to resolve minor and major problems that arise. The Aquatics Operations Manager (AOM) supervises the work of classified, and other staff and student assistants as assigned. The AOM executes duties consistent with District and college mission statements and values. The AOM shall schedule the use of the aquatic facility in such a way as to preserve the primacy of the academic program and other college users while accommodating the needs of the community during the unassigned periods. The AOM is responsible for implementing safety protocols as required by statute and District regulations and supervising the training and daily practice of lifeguards and other assigned safety functions. The AOM practices a cohesive team managing strategy, with inter-department relationship development, daily focused coordinating and managing efforts and pool operations. Quarterly operational goals are required and include budget, student, faculty and community membership; team sport, swim lesson administration, facility and equipment operation; maintenance and capital improvement recommendations. The AOM helps develop and implement operational procedures for staff. The AOM ensures that the aquatic facilities comply with state and county standards.

#### ***B. Duties & Responsibilities***

The duties below are representative of the duties of the classification and are not intended to cover all of the duties performed by the incumbent(s) of any particular position. The omission of specific statements of duties does not exclude them from the position if the scope of work is similar, related, or a logical assignment to this classification.

1. Safety compliance
2. Participate in the hiring of administrative staff, coaches, assistant coaches, lifeguards, pool attendants and swim instructors
3. Develop scheduling that assures the primacy of Kinesiology, Athletics and Dance (KAD) division needs, then general college and then community needs
4. Manage and maintain safety records, certification and work-study hours
5. Manage budget to goal through scheduling, timesheets review, and labor reports
6. Maintain strong revenue streams and increase program and rental opportunities
7. Develop and track the pool operations budget. Continually seek cost reduction opportunities while working with SMCCCD inter-departmentally

8. Drive operations to net zero pool balance sheet
9. Identify and approve new sources of revenue
10. Oversee aquatics membership, administrative and financial revenue receipts
11. Coordinate and supervise the pool maintenance directly with campus facilities or company partners to include scheduling necessary maintenance, repairs, and upgrades
12. Train incoming staff to align with culture, student, faculty, and community service
13. Train incoming staff on hourly reporting software and create backup substitute options
14. Assess lifeguard performance through in-service training as well as ongoing drills
15. Provide general customer service; assist with signage, schedules, and website updating
16. Manage and coordinate special events (swim team practices and meets, water polo practices and games/tournaments, events, summer program, etc.)
17. Plan, organize, schedule, and coordinate summer swim lesson programs
18. Coordinate American Red Cross classes and provide certificates in coordination with all department managers
19. Work with coaching staff to ensure student program support, work with the Director of Community Fitness, and faculty to seamlessly negotiate and conclude collaborative problem resolution
20. Maintain Aquatic Center team compliance with professional customer service standards
21. Development and design surveys to review, summarize, and make recommendations
22. Order equipment and supplies for programs, staff, and the aquatic facility
23. Participate actively in BAPPOA (Bay Area Public Pool Operators Association) training and meetings
24. Implement and actively structure daily safety, security, and risk management policies
25. Review and support security and access related to the aquatic facility
26. Recommend and review contracts, invoices, and special event requests
27. Work with sub-department managers to improve existing programs
28. Review social media, pool website, and online marketing, with responses and update recommendations
29. Create worksite sustainability outline, courting and developing team relationships while assuring ease in an effective, efficient diverse and multicultural environment
30. Develop professionally in aquatics through resource, conferences, and training
31. Participate actively in the student, faculty wellness improvement by personally instructing a minimum of 2 -3 water classes weekly
32. Ensure daily that the pool complies with all regulatory requirements
33. Assist in the wellness of students, faculty, and community participants
34. Attend and actively participate in staff meetings and professional training
35. Assist and perform other duties as needed to cohesively support overall fitness and wellness goals targeted at student, faculty, and community improvement
36. Additional duties may be assigned based on business operational needs

### ***C. Minimum Qualifications***

- Bachelor's degree in an academic major relating to this position from an accredited college/university OR an equivalent combination of education and experience
- Minimum of 3 years of related experience and/or training in aquatic facility management and operations; aquatic exercise and swim instruction and training
- Current First Aid for Public Safety Personnel certification (Title 22), CPR
- Demonstrated cultural competence, sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty and staff
- Must be available for team support during "call-outs," special events, and after-hours responses which may include; evenings, weekends and or holidays. Must be available for after-hour notifications

***D. Preferred***

- Significant training and experience relating to the duties of this position such as one year of formal training, internship, or leadership experience reasonably related to this position and the services provided in the programs administered
- Certified Pool Operator/Aquatic Facility Operator
- Current Lifeguard Instructor Certification with requirement to attain Master Instructor Certification

***E. Physical/Other Requirements***

Exposure to indoor and outdoor environments, seasonal heat and cold or adverse weather conditions. Must be able to perform duties of a physical nature, including standing, lifting, sitting, walking and swimming

***F. Knowledge, Skills & Abilities***

1. Program development, knowledge of industry best practices
2. Proficiency in Microsoft Office, Word, Excel & PowerPoint
3. Understanding of SMCCCD culture, policies and procedures
4. Knowledge of safety policies, practices, procedures and requirements of SMCCCD
5. Illness and Injury Prevention Plan knowledge
6. Strong leadership, integrity driven, daily demonstration of efficiency, ease of interpersonal skills towards the team, interdepartmental stakeholders, students, faculty and community
7. Experience with payroll software, budgeting outlines, reporting review
8. Excellent organizational skills with demonstrated written and oral follow-through and highly focused upon attention to detail
9. Critical thinking skills, flexible problem-solving resourcefulness
10. Experience working with adults and youth in all aquatic and related outdoor programs
11. Demonstrated service orientation and program management
12. Sound judgment aimed toward employee sustainability
13. Ability to work independently under pressure and meet deadlines
14. Effectively establish and maintain productive working relationships within a diverse, collaborative, multicultural, interdepartmental environment
15. Ability to provide clear communication to team members, promote safety and enforce safe work practices
16. Ability to work in an environment that is occasionally stressful

(09/22)