



EMPLOYMENT OPPORTUNITY

Job Title: Shift Supervisor
Job Status: Casual – variable hours
Department: Kinsmen Aquatic Centre
Close Date: Open Until Filled

JOB POSTING #2024-24

The City of Lacombe values its staff and believes that success and satisfaction is based upon quality service. Each employee shares in the overall responsibility for quality service and contributes a caring attitude and a commitment to excellence.

THE OPPORTUNITY

We are looking for dynamic individuals wanting a flexible work schedule (year-round) to join the team at the Kinsmen Aquatic Centre. Reporting to the Aquatic Supervisor or designate the Shift Supervisor is the first point of contact for staff on duty and clients of the Kinsmen Aquatic Centre (KAC). The Shift Supervisor supports the efficient, safe, clean and fun operation of the KAC in accordance with the established policies and procedures.

MAJOR DUTIES AND RESPONSIBILITIES

- Delivery of Aquatic Programs
- Supervision of staff on duty and ensuring the safety of the KAC clients
- Provision of excellent customer service
- Other related duties as assigned
- For full details on the duties, please see attached job description

PERKS

In addition to your excellent wage, you will also receive:

- \$1.00/hr shift differential for hours worked between 6 PM and 7 AM and for all hours worked on weekends (Friday 6pm – Monday 7am)
- Free annual pool pass
- Paid training and recertification
- Rewards also include working with great colleagues in a collaborative environment

MINIMUM QUALIFICATIONS, CERTIFICATIONS & EXPERIENCE

- Senior Lifeguard Status
- 2 years Aquatic experience
- National Lifeguard
- Lifesaving Swim Instructor
- Lifesaving Instructor
- Aquatic Fitness Instructor Award (AFLCA, CALA, WATERART) or internal certification
- Intermediate First Aid, CPR, AED
- WHMIS

PREFERRED QUALIFICATIONS

- IFA Instructor
- National Lifeguard Instructor

Salary Range: \$24.49 - \$30.61 per hour (dependent upon experience).

How to Apply:

The first round of interviews will take place on the week of September 16, 2024. Interested candidates please submit a resume quoting **Competition 2024-24** to aquatics@lacombe.ca. Please note resumes are being reviewed upon receipt.

This competition will remain open until filled.

Aquatic Supervisor, 5429—53rd Street, Lacombe, AB T4L 1H8

*We wish to thank all applicants for their interest and advise only those selected for interview will be contacted.
The City of Lacombe will require a Police Information check prior to hiring.*

JOB DESCRIPTION

POSITION: *SHIFT SUPERVISOR*

SALARY LEVEL: *Band 12*

REPORTS TO: Aquatic Supervisor/Designate

DEPARTMENT: *Aquatics*

EFFECTIVE DATE: September 5, 2024

The City of Lacombe values its staff and believes that success and satisfaction are based upon quality service. Each employee shares in the overall responsibility for quality service, and contributes a caring attitude and a commitment to excellence.

GENERAL PURPOSE

Reporting to the Aquatic Supervisor or designate, the Shift Supervisor is the first point of contact for staff on duty and the clients of the Kinsmen Aquatic Centre (KAC). The Shift Supervisor supports the efficient, safe, clean and fun operation of the KAC in accordance with the established policies and procedures and while adhering to its vision, mission and values.

MAJOR DUTIES

Activity A Delivery of Aquatic Programs

- Instruct aquatic programs as assigned.
- Supervise staff involved in aquatic programs.
- Assist in organizing special events and programs.
- Ensure completeness and quality of related program administrative activities including lesson plans, halfway reports and report cards.

Activity B Supervision

- Provide on deck direction and guidance to employees during assignments; monitor performance to ensure compliance with standards, policies and procedures.
- Assist in ongoing training and mentoring of employees.
- Provide training and orientation to staff as required.
- Recognize and prevent hazardous situations, enforce and explain the rules as required.
- Responsible to ensure maintenance and custodial duties are completed during and upon conclusion of shift.
- Monitor the completion of all instructor's administrative work in a complete and timely manner. Refer non-compliance of administrative activities to the Head Guard.

Activity C Customer Experience

- Provide excellent customer service and as the first point of contact, respond to patron enquiries or concerns. Take the necessary actions or refer the matter to Head Guard or Aquatic Supervisor.
- Ensure a safe and comfortable physical environment for all customers by adhering to and enforcing the cleanliness and safety standards.
- Assist with keeping the pool area clean and tidy at all times.
- Promote pool programming and maintain positive public relations between staff and customers.

Activity D Other

- Administer First Aid as required.
- Ensure checklists, water tests, and pool usage statistics are done on a daily basis.
- Assist with general administrative work as needed; including, but not limited to, instructor worksheets, facility statistics, and data input.
- Maintain awareness of and adhere to the City's OH&S policies by following responsibilities as outlined in the Health and Safety Manual and comply with all safe work procedures and the OH&S program requirements.
- Other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

- Extensive knowledge of water safety, lifeguarding and lifesaving
- Extensive knowledge of first aid and emergency response
- Extensive knowledge of pool operation and general maintenance
- Extensive knowledge of safety rules and regulations
- General knowledge of building cleaning and maintenance
- Knowledgeable in the principles of supervision and mentorship of staff
- Strong interpersonal skills
- Excellent organizational skills
- Physical condition sufficient to ensure strength and stamina in the water and on deck
- Ability to communicate effectively using courtesy, positivity, tact and discretion in responding to requests, complaints and clarification of information
- Ability to be an ambassador and role model to staff in an effort to promote excellence and advancement in Aquatics
- Ability to provide guidance and direction to a diverse group of employees
- Ability to enforce safety procedures with tact and firmness
- Ability to demonstrate exemplary teaching skills on a consistent basis
- Ability to respond quickly and appropriately while remaining calm in emergency situations
- Ability to attend all required training and In-Service sessions

- Strong commitment to team work and excellence in public service
- Ability to represent the City and department in a professional, competent manner

MINIMUM QUALIFICATIONS REQUIRED

- Senior Lifeguard Status
- 2 years Aquatic Experience
- National Lifeguard
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- Lifesaving Instructor
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