

CENTRAL CONNECTICUT COAST YMCA

Job Description

Job Title: Aquatics Coordinator (Full Time Non-Exempt)
Branch: Fairfield Reports to: Aquatic Director

General Function

Under the direction of the Aquatics Director, the Aquatic Coordinator assists with management of all aspects of the swim lesson program, water fitness classes, maintenance of the pool facility and supervision of lifeguards. This includes but is not limited to, maintaining positive relationships with members; conduction of current programs; implementation of new programs; supervision of staff inclusive of scheduling and evaluating effectiveness; and maintaining the pool environment per YMCA and Department of Health standards. The Coordinator will be on the deck and/or in the water a minimum of 75% of the time.

Know How - Knowledge/Skills/Abilities

1. The following certifications are required:
 - YMCA, Red Cross or Ellis lifeguard certification. YMCA certification is preferred but must be achieved within 6 months.
 - Professional CPR/AED/O2 and First Aid certifications
 - YMCA Swim Instructor certification or Red Cross WSI (YMCA preferred)
2. Incumbent must have experience and demonstrated success in teaching swim lessons to various ages.
3. He/she must have 6 months experience and aptitude for pool maintenance. Certified Pool Operator or YMCA POOL certification highly desired.
4. Certification and experience in teaching water fitness classes highly desired.
5. 6 months experience managing staff or other professional work experience necessary.
6. Demonstrated success in building positive relationships with program participants, parents and colleagues.
7. Strong oral and written communications skills required. Proficient in Microsoft Office products such as Outlook, Word and Excel is required.
8. Physical Requirements
Must be able to bend, kneel, lift, and carry items of up to 50 pounds. Must be able to be in the water for extended periods of time and pass aquatic proficiency tests. He/she must have sufficient visual and auditory acuity to respond to emergencies in a timely manner in a busy pool environment. Communicate verbally, including projecting the voice across a distance and hear and respond to noises and distress signals from all sides. Must be able to remain alert with no lapses of consciousness.

Principal Activities and Job Functions

1. Interpret, communicate, and promote YMCA mission, goals, and objectives to department employees, volunteer leaders, members and the community.
2. Build and maintain positive relationships with members and staff.
3. Assist Director with all the operations of the aquatic programs that may include teaching classes and lifeguarding; training, scheduling, supervising, and evaluating swim instructors and /or lifeguards; assist in hiring of staff.
4. Supervise and schedule all swim lessons and lifeguards; finds substitutes in the event of an emergency.
5. May serve as the primary contact for all private swim lessons. Teaches swim lessons.
6. Assist in pool maintenance and upkeep as required by the Central Connecticut Coast YMCA, local and county health departments, and The YMCA of the USA.
7. Be an active leader in membership retention goals and in the Strong Kids Campaign.
8. Provide sound fiscal management in assigned areas.
9. Assist with Aquatic Rentals.
10. Responsible for developing and staffing of special aquatic events.
11. Enforce all rules and regulations regarding aquatic safety.

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12. Implement all policies and practices of the CCC YMCA and meet all deadlines including but limited to those for HR and payroll, risk management and financial management.
13. Maintain high quality of standards.
14. Pursue training opportunities that enhance employee's service to the YMCA.
15. All other duties as assigned

Effect on End Results

1. The extent to which the departmental and branch financial targets are met or exceeded.
2. The extent to which enrollment targets are met or exceeded.
3. The extent to which satisfaction scores for programs and membership are met or exceeded
4. The extent to which member/parent concerns and issues are promptly addressed.
5. The extent to which staff meets or exceed standards for performance.
6. The extent to which there is a positive image of the Fairfield YMCA.

As we continue to progress in our quest for excellent customer/member service and relationship building, the focus on staff performance is critical. A significant part of all job performance will be related to the specific behavior that staff exhibit on a daily basis. These indices will be included in all performance feedback and merit raises.

All staff are relationship builders in their particular program or service area and they will:

1. Welcome and greet each member in a pleasant and friendly manner (i.e., greet, smile and make eye contact);
2. Be open and actively listen to questions, concerns and feelings of members and staff, dealing with them honestly, respectfully and positively ("Yes, I can help you; Yes, I hear your concern; Yes, I can register you for that class"; etc.);
3. Handle multiple tasks in a calm and responsible way always affirming the member (e.g., "sure, give me one moment and I can go find what you need.");
4. Build member relationships by showing interest, caring and responsiveness (e.g., "Let me find out and get back to you before you leave today."); and
5. Continuously inquire regarding the quality of member visits, offering additional activities/programs that may be of interest to the member (e.g., "Did you know about our Women on Weights Class on Tuesdays and Thursdays?").