



## CENTRAL CONNECTICUT COAST YMCA Job Description

Job Title: Aquatic/ Health & Wellness Director (NonExempt)  
Branch: Stratford Reports to: Operations Director  
Date: April 2017

### General Function

Under the direction of the Operations Director, the Aquatic/ Health&Wellness Director oversees the management of all aspects of the swim lesson program, health&wellness programs and classes, and other classes. Assist the Facility Director in the maintenance of the pool facility. Also; supervision of lifeguards, swim instructors, and fitness staff. 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.

### Know How - Knowledge/Skills/Abilities

1. The following certifications are required and must be maintained:
  - YMCA, Red Cross or Ellis lifeguard certification. YMCA certification is preferred but must be achieved within 12 months.
  - Professional CPR/AED/O2 and First Aid certifications
  - YMCA Swim Instructor certification ,YSL required by 9/17
2. Incumbent must have experience and demonstrated success in teaching swim lessons to various ages.
3. He/she must have experience and aptitude for pool maintenance. Certified Pool Operator or YMCA POOL certification highly desired.
4. Certification and experience in teaching other aquatic classes (EX: water fitness) is highly desired.
5. Preferred certifications to have or obtain within the first year include; Intro to Healthy Lifestyle, one MOSSA cert, Listen First YMCA training, one aqua aerobics fitness class ( IE: Silver Splash )
6. Experience managing staff or other professional work experience necessary.
7. Demonstrated success in building positive relationships with program participants, parents and colleagues.
8. Strong oral and written communications skills required. Proficient in Microsoft Office products such as Outlook, Word and Excel is required.
9. 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.
10. Bachelor's Degree required

### Leadership Competencies

*Functional Expertise:* Has the functional and technical knowledge and skills required to perform well.



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*Quality Results:* Holds staff accountable for high-quality results.

*Finance:* Effectively creates and manages budget.

*Innovation:* Conducts pilots to support launching of new programs.

*Relationships:* Builds relationships to create small communities with diverse staff and members.

### **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. Oversee operations of the aquatic programs that may include teaching classes and lifeguarding; training, scheduling, supervising, and evaluating swim instructors and /or lifeguards; and hiring of staff.
4. Supervise and schedule all swim lessons and lifeguards; finds substitutes in the event of an emergency.
5. Instruct and/or lifeguard as per specified schedule and needs.
6. Serve as the primary contact for all private swim lessons. Teaches swim lessons.
7. Maintain the pool environment as required by the Central Connecticut Coast YMCA, local and county health departments, and the YMCA of the USA.
8. Be an active leader in membership retention goals and in the Annual Campaign.
9. Provide sound fiscal management in assigned areas.
10. Ensure that all health and wellness programs operate in a safe manner and operate according to all applicable licensing standards, YMCA policies, state and local laws, and YMCA of the USA risk management recommendations.
11. Work closely with Operations Director to develop and implement membership retention and sales strategies as they relate to the health and wellness Programs.
12. Recruit, train, supervise, develop and evaluate all health and wellness staff in programs.
13. Develop, adhere to, and monitor Health and Wellness budget.
14. Order all equipment and supplies necessary for the successful operation of health and wellness programs.
15. Serve as liaison with all independent contractors providing services in health and wellness.
16. Oversee Aquatic Rentals.
17. Responsible for developing and staffing of special aquatic events.
18. Enforce all rules and regulations regarding aquatic safety.
19. 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.
20. Communicate regularly and proactively with the Operations Director to ensure efficient and effective operations.
21. Maintain high quality of standards.
22. Pursue training opportunities that enhance employee's service to the YMCA.
23. All other duties as assigned

### **Accountability**

Accountable for the achievement of assigned program goals and objectives including the success of the aquatic swim lessons program, water fitness, and pool maintenance. The incumbent reports



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directly to the District Executive Director keeping him/her informed of plans, progress, and challenges.

### **Performance Expectations: Aquatic Staff**

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
3. Handle multiple tasks in a calm and responsible way always affirming the member.
4. Build member relationships by showing interest, caring and responsiveness.
5. Continuously inquire regarding the quality of member visits, offering additional activities/programs that may be of interest to the member.