

City of Oregon City

Position Description

Position: Aquatics & Recreation Manager	Management Non-Represented
Department/Site: Parks & Recreation - Pool	FLSA: Exempt
Evaluated by: Parks & Recreation Director and Assistant Parks & Recreation Director	Salary Grade: 130

Summary

Supervises the full operations of the City's year-round indoor aquatics facility and historic house museum, as well as provides leadership and supervision of recreation programs, classes, camps, and special events. The work involves determining program content; organizing and scheduling activities and staff; establishing effective relations with citizen groups and community organizations; recommending policies; and assisting in budget preparation. This position oversees the completion of records and reports, is responsible for large numbers of program participants and solves complex programmatic concerns.

Distinguishing Career Features

The Aquatics/ Recreation Manager is a supervisory management position, responsible for the efficient and effective delivery of aquatic and recreational services to the Oregon City area population.

Essential Duties and Responsibilities

- Work with the Parks & Recreation Director and the Assistant Parks & Recreation Director to establish and set Aquatic program priorities, goals, and objectives; evaluates programs, activities, and services provided.
- Supervise departmental staff to ensure Department goals, objectives, policies, and procedures are met. Schedule, assign, and review work; prepare and administer performance evaluations; conduct staff meetings; provide opportunities for developmental training; provide technical assistance and performance coaching to staff; take necessary disciplinary action and making hiring and termination decisions with consideration to program needs.
- Actively support safety and loss control measures. Ensure employees are held to department safety, security, and loss control standards.
- Provide excellent internal and external customer service. Create a positive experience for staff and patrons through professional and courteous behavior and effective problem-solving resolution.
- Manage and establish progressive and professional programs and services through oversight and participating in daily operations including ongoing needs assessment activities.
- Identify new facility rental prospects, new programming implementation and special promotional campaigns to generate and increase revenue.
- Research, develop, and recommend programming and operational procedures and policies.

- Develop and evaluate program costs and revenues as assigned. Identify operational changes needed to achieve service, revenue generation, and cost containment goals.
- Develop, implement, and update facility safety standards and customer service standards.
- Professionally respond to inquiries, questions, and complaints from participants; respond to emergencies involving participants and staff.
- Communicate effectively and work cooperatively with all Aquatics staff, with other departments, agencies, and the public.
- Supervise the implementation and compliance of policies and procedures.
- Work a flexible schedule, including weekends, evenings, and on-call status as needed. Provide onsite supervision and program leadership as needed.
- Serve as a member/consultant to applicable Departments and/or community committees, task forces or focus groups as requested and/or approved by the Parks & Recreation Director
- Participate and collaborate with other federal, regional, state, and local educational/non-profit agencies, districts, and programs, to promote and coordinate offerings; negotiate and/or administer contractual agreements for services/facilities.
- Work with staff to develop and administer on-going marketing plans and strategies to effectively promote programs and activities of the department. Coordinate program information for recreation guide, fliers, and digital information boards.
- Direct and participate in the development, review and evaluation of programs offered to ensure that program services meet community needs; implement, monitor, and review service delivery processes; ensure departmental program services are in compliance with relevant laws, regulations, and guidelines. Ensure that programs are meeting the needs of the constituents as well as revenue generation if applicable. Coordinate with appropriate departments to ensure effective delivery of services department -wide.
- Prepare/recommend annual department budget and monthly budget projections for Aquatics. Monitor expenditures and revenues to remain within established budgetary constraints, monitors subsidy levels. Make necessary adjustments to programs and services to meet department goals and objectives.
- Oversee department supply and material purchasing; authorize repairs or services within authorized spending limits.
- Actively pursue alternative revenue-generating opportunities for the Aquatics Department in conjunction with the Parks & Recreation Director and Assistant Parks & Recreation Director
- Prepares reports, program budgets, demographic and program statistics; supervises and accounts for funds received in specific account or program areas.
- Develops, implements, and monitors programs for the department, including budgets, financial and grant proposals, and short and long-range goals.
- Research community demographics and program need through surveys and information resources of other agencies. Develops, proposes, and implements programs to meet

needs.

- Plans and administers a variety recreational, health and fitness programs designated to meet the needs of a diversified community. Establishes programs and hours of operation that maximizes citizen involvement within established funding constraints.
- Exercises direction and supervision over full, part time, seasonal, and contract employees and volunteers. Prepares schedules and work assignments for facility and recreation staff.
- Promotes the aquatics and recreation programs and activities to a diverse set of organizations agencies, and individuals. Develops promotional material, including brochures, flyers, web pages, and related communications. Prepares press releases and makes public presentations to expand exposure to the facility and program.
- Coordinates general maintenance of the swimming pool and related facilities.
- Performs other duties as assigned that support the overall objective of the position.

Qualifications

▪ Knowledge and Skills

Knowledge: The position requires specialized knowledge of aquatic and recreation programming, principles, practices, and techniques including lifeguarding and swim instruction skills. Knowledge of codes and ordinances regulating recreational facilities. Knowledge of recreation facilities, operations, maintenance, and equipment. Knowledge of planning and coordinating citywide special events.

Knowledge and understanding of principles of supervision, facility management, leadership, and professional development. Currently possesses instructor level certification in lifeguarding and swim instruction; currently possesses professional water fitness certification; have knowledge and understanding of the American Red Cross Training Program.

Skills: Innovative, passionate for serving the community; maintain a positive culture within the department and inspire staff to reach and exceed goals and objectives. The Aquatics Manager will also be collaborative and personable, will communicate effectively, and will strive to create and maintain positive relationships throughout the Department and community. Effective verbal and written communication; exercise good judgment, problem solving and decision-making skills; budget management; formulate program goals, programs, and services to meet the needs of the Department and community.

▪ Abilities

Communicate effectively with all ages; work independently with accountability; excellent written and verbal communication skills, establish and maintain positive work relationships with staff, volunteers, participants, community groups, and the public; represent the Department in a professional manner within the community. Attention to detail; ability to speak with ease publicly to groups of all ages and sizes; ability to work a variety of shifts, length of shifts and days of the week as event/program requires. Requires the ability to carry out the essential accountability of the position. Requires the ability to design, develop and implement recreation programs, services and special events that cater to needs and interests of a diverse population. Requires the ability to identify and pursue sources of funding. Requires the ability to select, supervise, train, organize, and review

the work of staff. Requires the ability to apply pertinent laws, regulations and city policies and procedures governing aquatics and recreational activities, personnel, and funding. Requires the ability to prepare professional reports, communications, and correspondence suitable for external distribution. Requires the ability to work cooperatively with community organizations. Requires the ability to work as contributing member of a team, work productively and cooperatively with other teams and external customers, and convey a positive image of the City.

▪ **Physical Abilities**

While performing the duties of this position, the employee is frequently required to sit, stand, bend, kneel, stoop, communicate, reach, and manipulate objects. The position requires mobility including the ability to move materials weighing up to 5 pounds on a regular basis such as files, books, office equipment, etc., and may infrequently require moving materials weighing up to 50 pounds with proper safety tools. Manual dexterity and coordination are required over 50% of the work period while operating equipment such as computers, keyboards, telephones, calculators, and standard office equipment. Work is primarily performed in an office environment but may have exposure to adverse weather conditions related to outdoor recreation events. Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to the disability and the ability of the hiring department to accommodate the limitation. Incumbent must be able to function indoors in an office and/or outdoor park environment engaged in work primarily of a sedentary to moderately active nature. Requires hearing and speech ability for ordinary conversation and to project voice to a small group.

▪ **Education and Experience**

Possession of a bachelor's degree from an accredited college or university in Parks and Recreation, physical education, or related field. Five (5) years of progressively responsible supervisory experience in aquatics programming. Must possess a current Lifeguard and Water Safety Instructor Certification from an accredited agency or complete the course within ninety (90) days of employment. Certifications in CPR/AED/First Aid for Professional Rescuers are required. Demonstrated ability to supervise and lead a large part time staff, assess staff and professional growth, and implement effective interventions to improve performance and professional development; or any satisfactory combination of experiences and training which demonstrates the knowledge, skills, and ability to perform the required duties.

▪ **Licenses and Certificates**

Requires a valid driver's license. Must possess or obtain within ninety (90) days from date of employment: American Red Cross Lifeguard Training, American Red Cross Lifeguard Training Instructor and Aquatic Facility Operator or Certified Pool Operator certificates.

▪ **Working Conditions**

Work is performed indoors and outdoors where moderate safety considerations exist, including contact with swimming pool and cleaning chemicals.

This job/class description, describes the general nature of the work performed, representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, work steps, and skills required of the job.